



MOBILE EXTENSION CLIENT (MXC)

WINDOWS MOBILE OS USER MANUAL

October 2012



6871024P10-A

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Document Revision History

Version	Description	Date
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1 Introduction

1.1 Scope

This document covers the use of the MXC application, a suite of telephony, Push-to-Talk and text messaging services for use in enterprise communications.

1.2 Targeted Audience

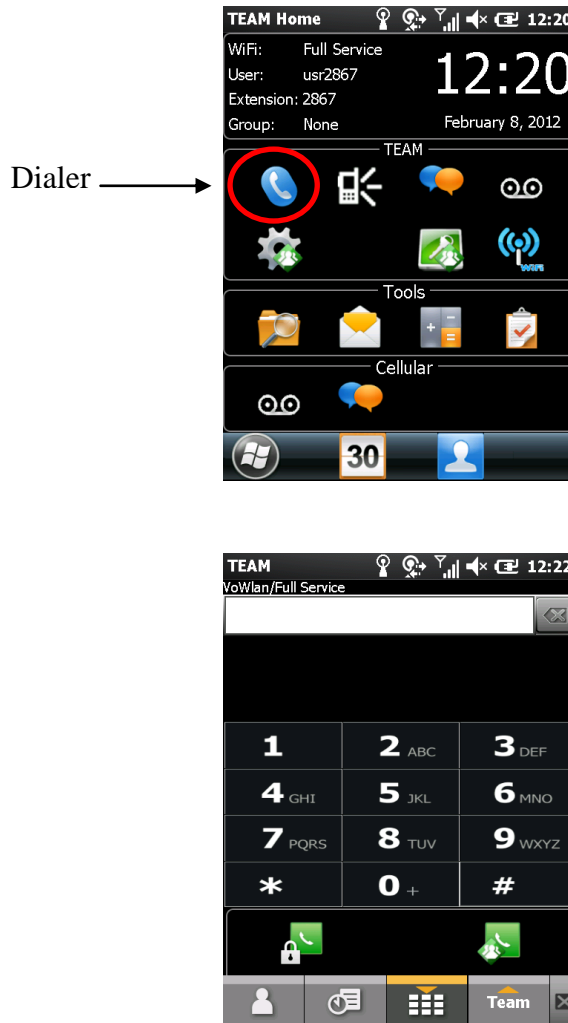
This document provides guidance to the end user of the Mobile Extension Client.

1.3 Definitions and Acronyms

Acronym or Term	Definition
FMC	Fixed Mobile Convergence
IC	Interconnect Call
PBX	Private Branch Exchange
PTT	Push to Talk
SIP	Session Initiation Protocol
SLA	Shared Line Appearance
MXC	Mobile Extension Client
UI	User Interface
UM	User Mobility
WAN	Wide Area Network
WLAN	Wireless Local Area Network
WSM	Wireless Service Manager
Keypad	The numeric or alphanumeric buttons on the device
Soft Keys	The top two keys of the EWP that change definition based on the state of MXC or the device OS. The current function of the key is shown on the UI above the keys.
Icons	In MXC, icons are used as the on-screen touch buttons to call functions of the client.

2 Dialer View Description

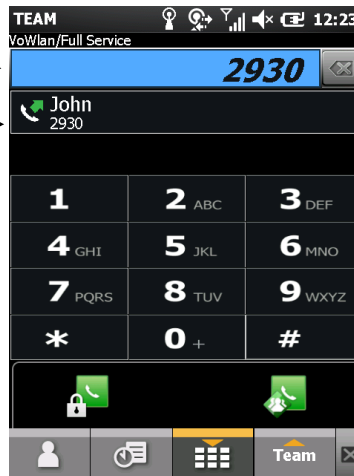
To open the **Dialer** screen from the MXC **Home** screen when the device is idle, tap the **Dialer** soft key or press either the **Send** button, an alphanumeric key from the keyboard, or the PTT button.



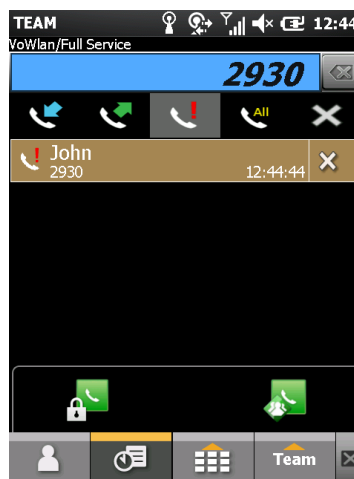
When the **MXC Home** screen is displayed, press the **Send** button or the **PTT** button to open the MXC Dialer.

If the Call log is not empty, and the MXC Dialer is open, the last number that was called displays in the call line and the subscriber info is shown in the **Predictive Text** area, as shown below.

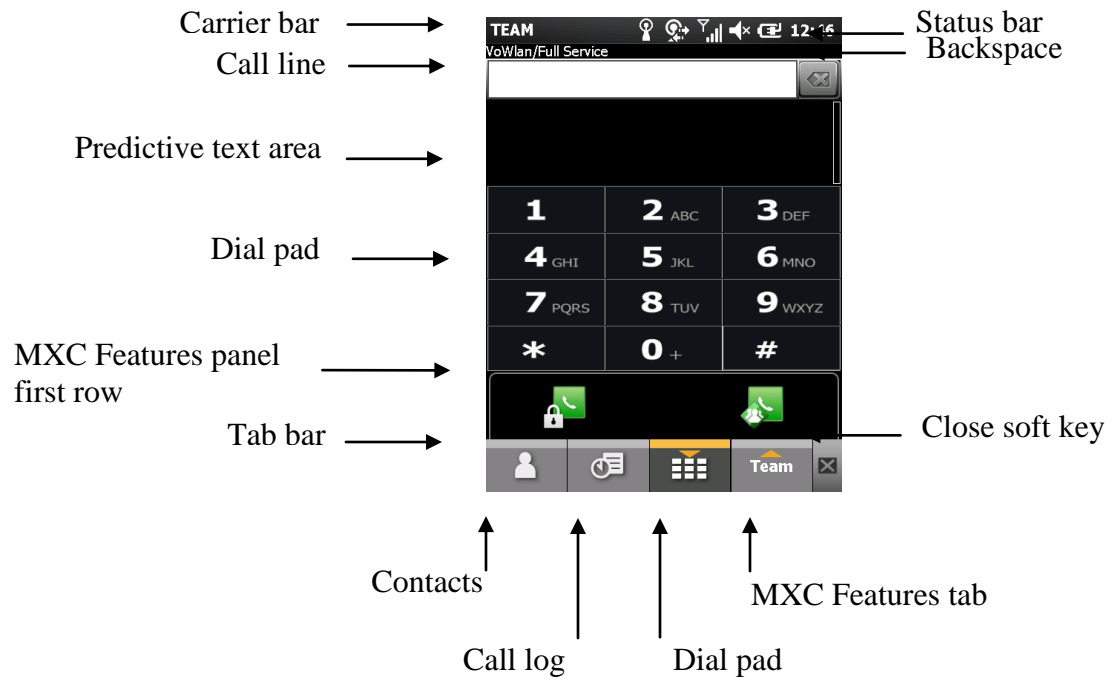
Last called number
Subscriber ID in the
Predictive Text area



The dial pad is visible except when there is a missed call, in which case the **Missed Calls** log is visible instead, as shown below.



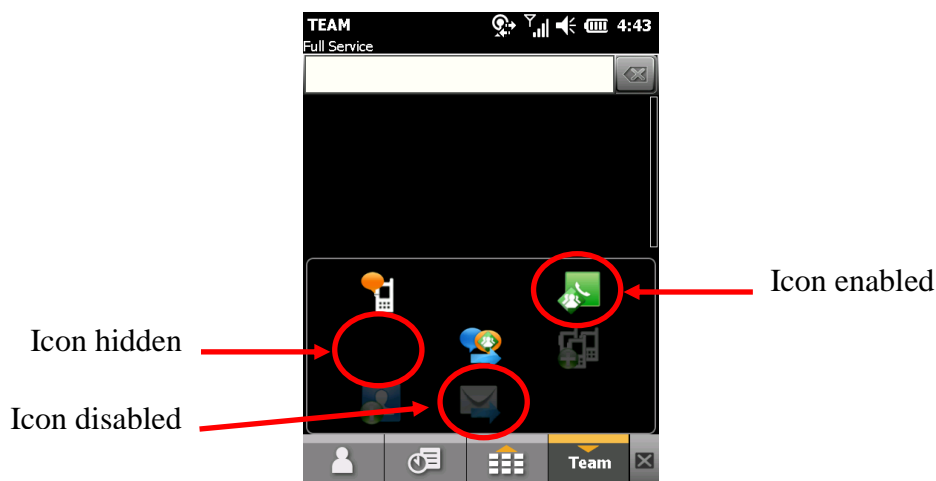
2.1 Default View Components



NOTE: The items in the MXC Features panel are configurable by registry and are available depending on the call scenario and the system configuration.

2.1.1 Feature Icons Description

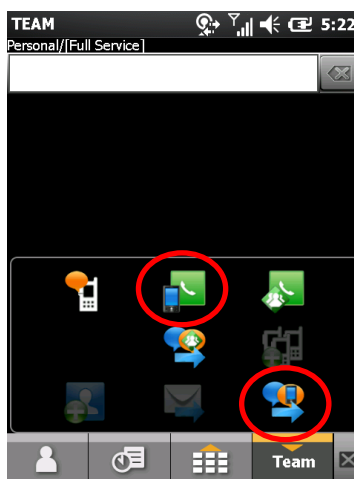
Feature icons can be hidden, enabled or disabled, depending on the system configuration and the current call scenario. For example, the image below shows hidden, disabled and enabled icons in the Dialer view.



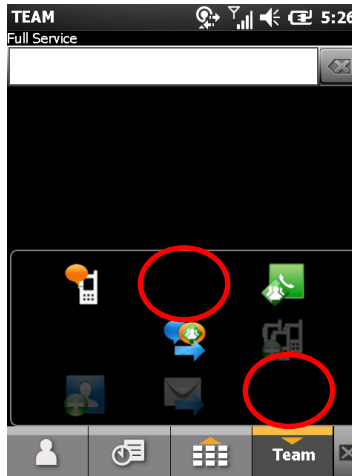
NOTE: Refer to section 2.2 for information about expanding and collapsing menu panels.

When a feature is not supported by the system, its icon is hidden, even if it is properly configured in the Windows registry. See Section 2.3 for more details.

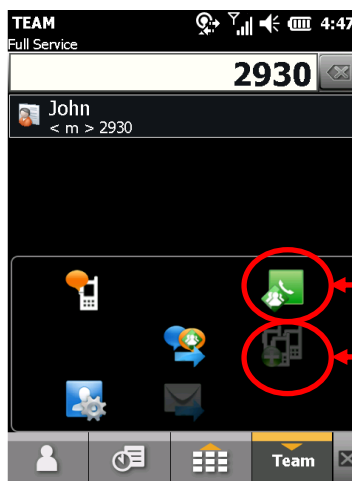
For example, when a valid SIM card is installed in the device and its key registry value is set properly, the **Cellular Call** and **Send Cellular SMS** feature icons are displayed, as shown below.



If the SIM card is removed, the **Cellular Call** and **Send Cellular SMS** icons are hidden because the feature is no longer supported.



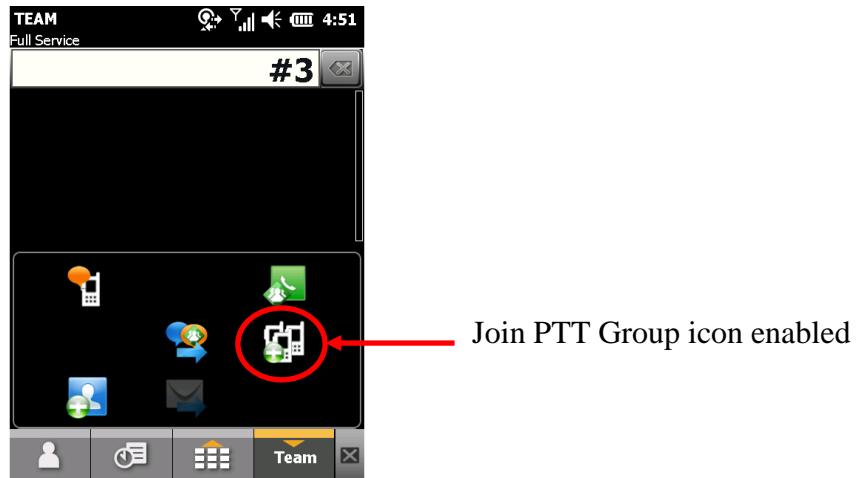
Icons are enabled or disabled depending on the scenario. For example, if a MXC subscriber number is entered, the **MXC Call** icon is enabled while the **Join PTT Group** icon remains disabled.



MXC Call icon enabled

Join PTT group icon disabled

Dial a PTT group number and the **Join PTT Group** icon is enabled.



NOTE: See Section 2.3 for details about configuring icons in the **MXC Features** panel.

Cellular Call



When a cellular number is in the **Call Line**, tap it to initiate a cellular call.



When cellular calling is unavailable, the icon is disabled.

Join PTT group



Enter an unaffiliated PTT group number in the call line to enable the icon. Tap it to join to the PTT group.



If joining a PTT group is not applicable, the icon is disabled.

NOTE: If the system configuration does not support dispatch or the feature was not configured to be displayed, the icon is hidden.

Leave PTT group



If you enter an affiliated PTT group number in the call line, the icon is enabled. Tap it to leave the PTT group.



If leaving a PTT group is not applicable, the icon is disabled.

Request PTT Call



Tap an enabled icon to send a Request PTT call to a subscriber.



If the Request PTT call feature is unavailable, the icon is disabled.

Save Contact



If a subscriber number not saved in the Contacts list is in the call line, tap the icon to open the Contacts list and add the number as a new contact. The icon is disabled if the call line is empty.



If the call line is empty, the icon is grayed out.

Secure Call



If the subscriber has provisioned and enabled secure licensing, tap the icon to initiate a secure call. If secure calls are unavailable, the icon is disabled.



For more details regarding secure calls, see section 7.2

Open contact



If a subscriber number saved in the Contacts list is in the call line, tap the icon to open the Contacts list to edit the subscriber's contact info.



The icon is grayed out when it is not possible to edit a contact.

Send Cellular SMS



If sending cellular SMS is enabled, tap the icon to open the application to send an SMS over Cellular network.



If the system configuration supports sending cellular SMS feature, but the feature is not allowed in the current scenario, the icon is grayed out.

Send Email



If a subscriber number saved in the Contacts list has an email address provisioned and is entered in the call line, this icon is enabled to send a MXC email.



If the subscriber number entered in the call line does not have an email address associated, the icon is grayed out.

Send MXC SMS



If a subscriber number is entered in the call line, tap the icon to open the MXC SMS application.



If the current scenario does not allow sending MXC SMS, the icon is grayed out.

MXC Call



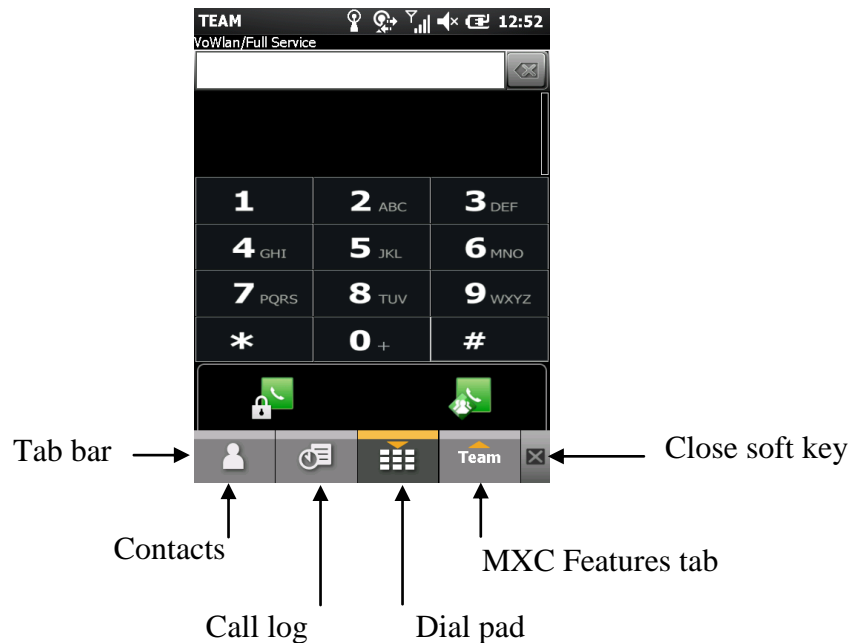
If a subscriber number is entered in the call line, tap the icon to initiate an MXC call.



If the current scenario does not allow initiating MXC calls, the icon is grayed out.

2.2 Tabs/Menu System

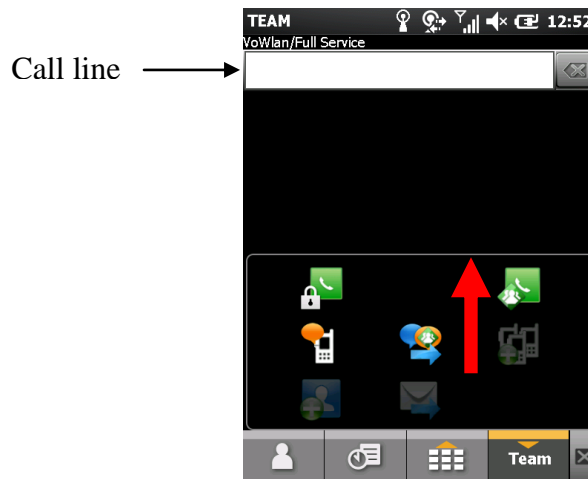
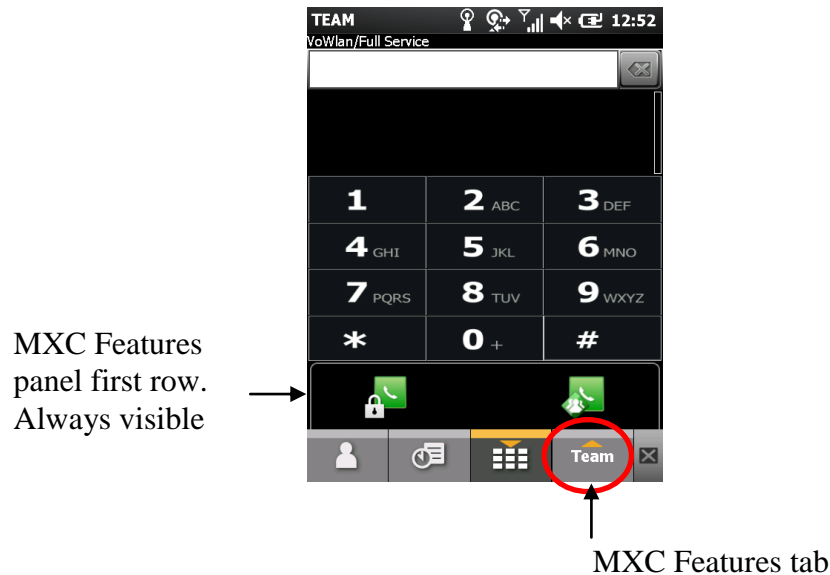
The Tab bar consists of the **Contacts**, **Call log**, **Dial Pad**, and **MXC Features** animated tabs, and a **Close** soft key. Tap a tab item and its panel slides up to conceal the previous panel.



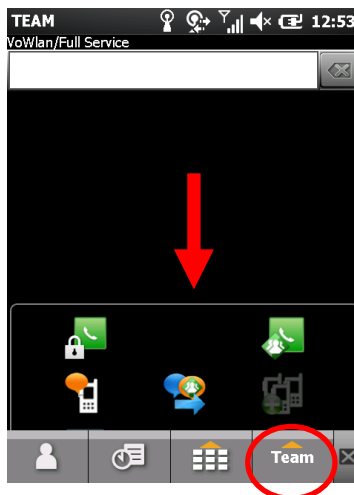
2.2.1 MXC Features Tab

Configure the MXC **Features** tab appearance with the Windows registry by setting key registry values to place icons into specific locations. The first row of the panel is always visible, even if the panel is collapsed. Whether the remaining rows are visible is configurable.

In the Dialer view, if the MXC Features panel is collapsed or another panel is expanded, tap the MXC **Features** tab to expand it.

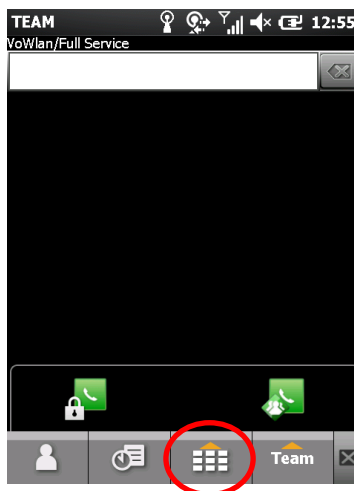


When the MXC **Features** panel is expanded, the **Predictive Text** area, which includes the call items that match with the number entered in the Call line, is shrunk. To collapse the MXC **Features** panel, tap the MXC **Features** tab.



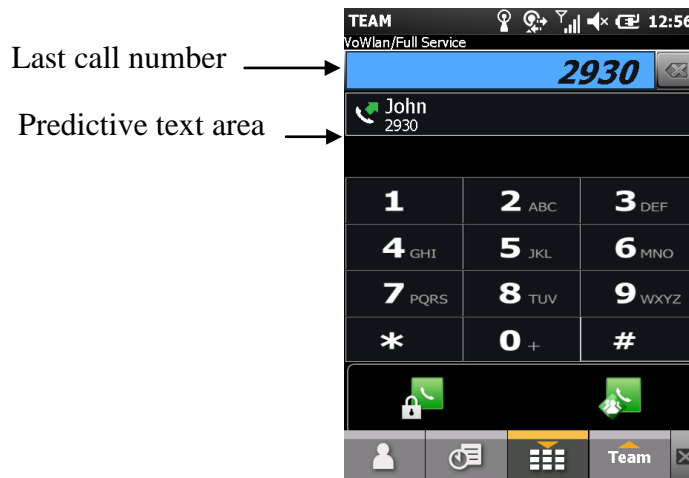
2.2.2 Dial Pad Tab

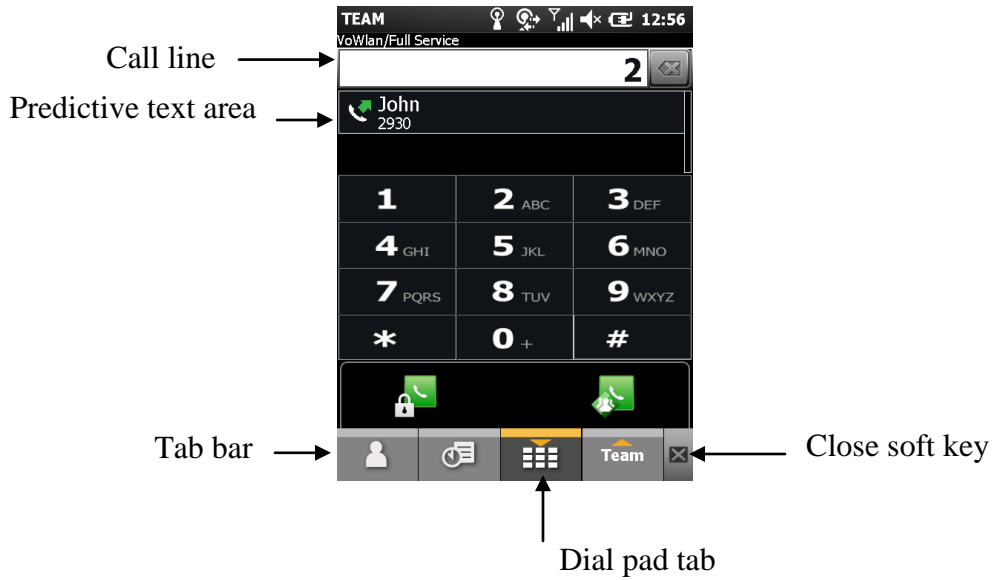
Tap the **Dial Pad** tab to collapse the previous panel and expand the dial pad.





When the MXC Dialer opens to display the last call number and a number is pressed in the keypad or tapped on in the dial pad, the last call number in the call line is replaced by the numbers dialed. The background color changes from light blue to white, as shown below. The items in the **Predictive Text** area that match the numbers entered climb to the top of the list.





The **Dial Pad** tab also indicates the current keyboard mode according to its image.

Alphabetic keyboard



The alphabetic keyboard is enabled.

One-press numeric keypad



The numeric keypad is active for only one press.

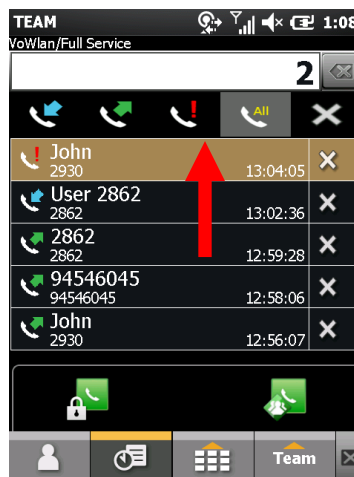
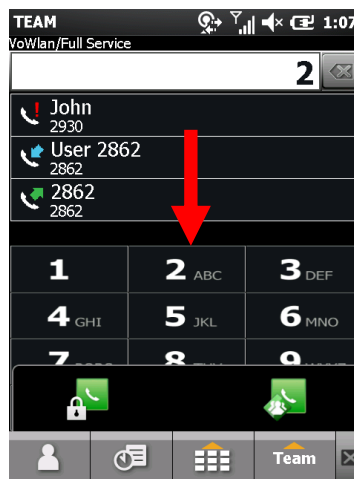
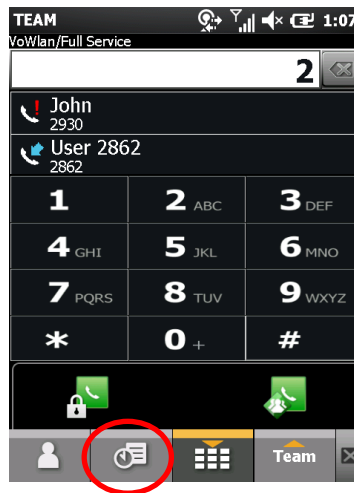
Numeric keypad locked



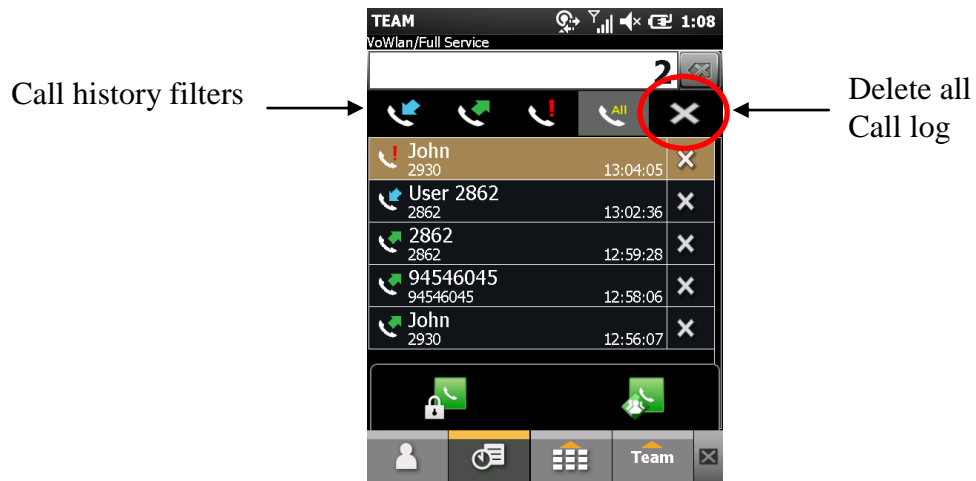
The numeric keypad is locked.

2.2.3 Call Log Tab

Tap the **Call Log** tab to collapse the current panel and expand the Call log.



The Call log stores incoming, outgoing and missed calls. Atop the list are call filters to display a specific call type, and an icon to delete the entire Call log.

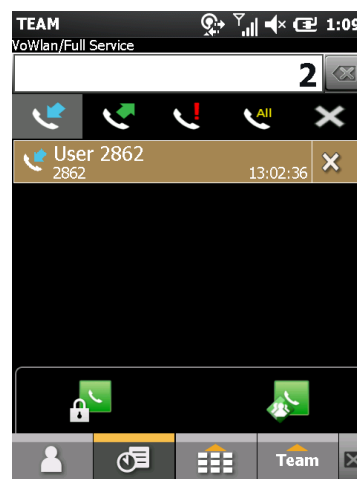
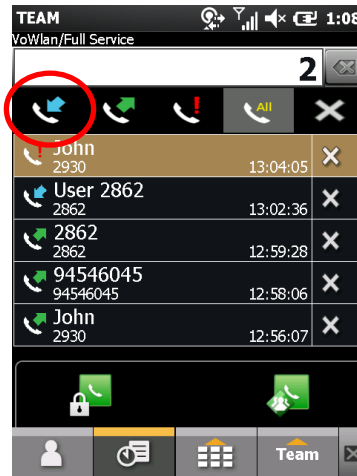


There are four call filter icons: **Incoming Outgoing, Missed** and **All**.

Incoming Calls



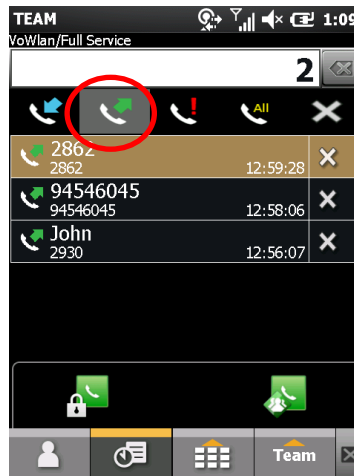
Tap this icon to display only the incoming calls in the list.



Outgoing Calls



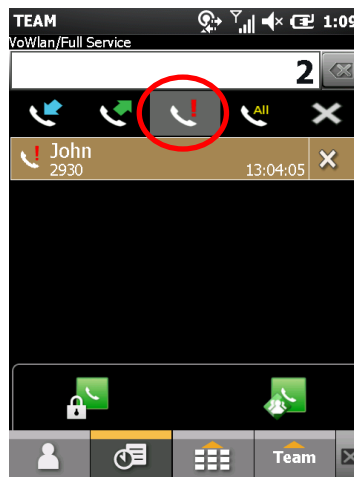
Tap this icon to display only the outgoing calls in the list.



Missed Calls



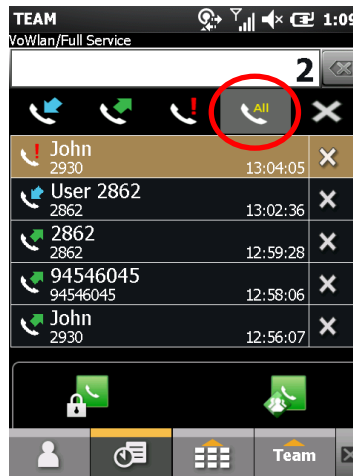
Tap this icon to display only the missed calls in the list.



All Calls

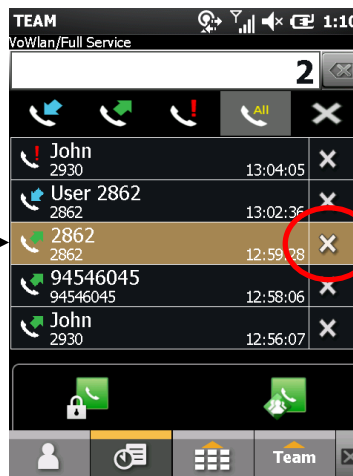


Tap this icon to clear all filters.

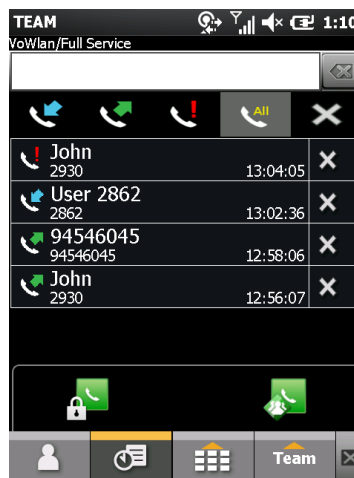
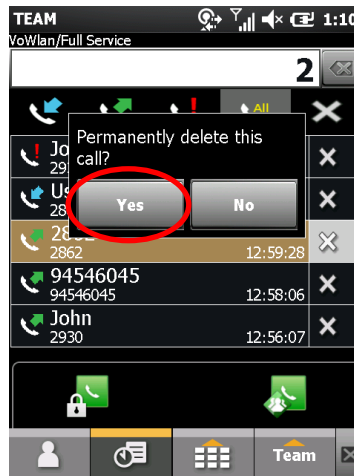


To delete an item from the list, tap it to select it then tap the delete icon to its right.

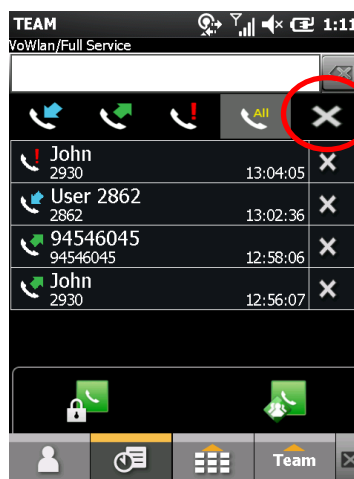
Item selected



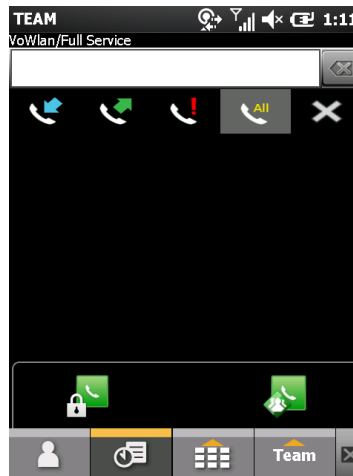
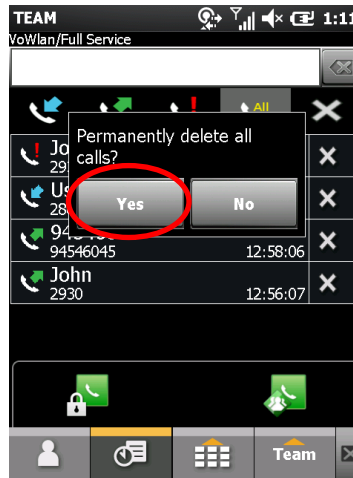
Tap the **Yes** soft key to approve the action. Tap the **No** soft key to cancel the action.



To delete all items in the Call log, tap the **Delete All** call log icon to the right of the call filters.

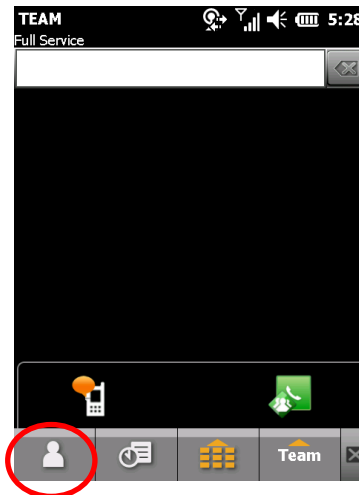


Tap the **Yes** soft key to approve the action. Tap the **No** soft key to cancel the action.

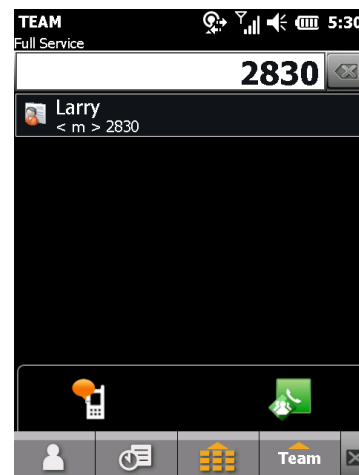


2.2.4 Contacts Tab

Tap the **Contacts** tab to open the Contacts list and hide the previous panel. This lets you select a contact and initiate a call, as shown below.



Tap any contact in the list to return to the **Dialer** view and put the subscriber's number in the call line.



2.3 Configuring the MXC Features Panel

Tap the **MXC Features** tab to expand or collapse the **MXC Features** panel. Configure this panel by accessing the following Windows registry path:

HKEY_CURRENT_USER\Software\Motorola\TEAM\Dialer_Features

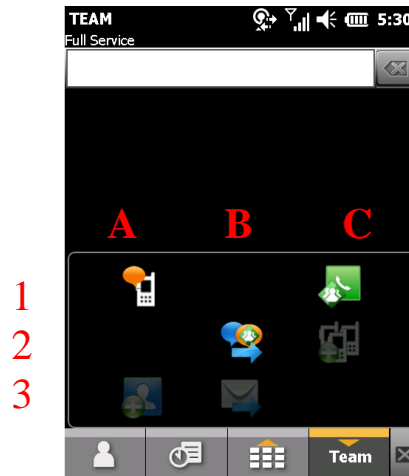
Registry name	Default value
A1_Id	1
A2_Id	8
A3_Id	6
B1_Id	2
B2_Id	4
B3_Id	7
C1_Id	3
C2_Id	5
C3_Id	8

The features associated to the registry values are:

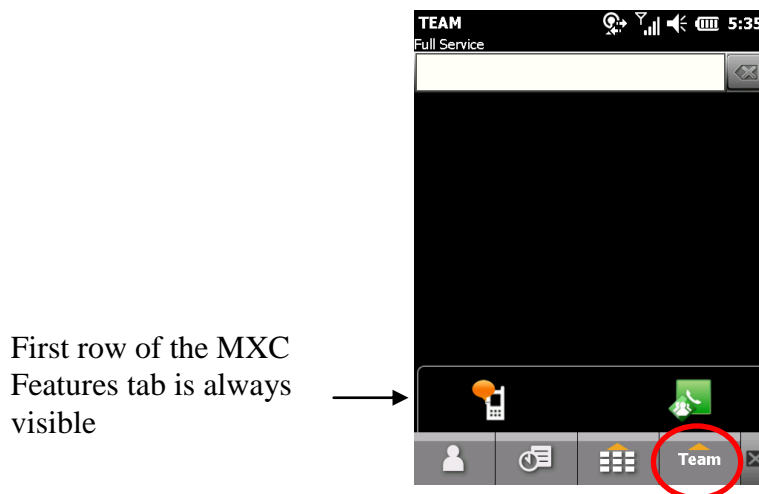
- None: 0
- Call Alert: 1
- Talk Cellular: 2
- Talk MXC: 3
- Send SMS: 4
- Join_Leave Group: 5
- SaveOpen_Contact: 6
- Send E-mail: 7
- Send Cellular SMS: 8
- Talk Secure MXC: 9

NOTE: If an invalid number is entered in a key registry the icon feature is hidden. This may disable features in the MXC Features panel.

The MXC Features panel is organized like a matrix with columns from A to C, and with rows from 1 to 3. The first row of the panel is always visible.



Tap the MXC **Features** tab to collapse the MXC Features panel. The first row remains visible.



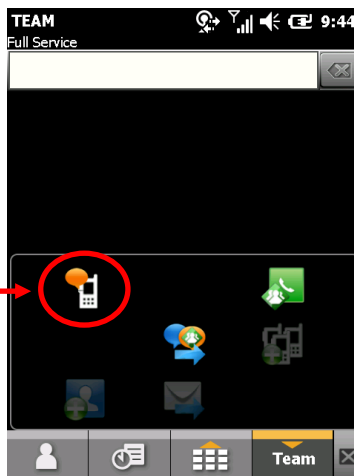
NOTE: Although application icons in the MXC Features panel are configurable by registry, the call scenario and system configuration also determine their visibility.

2.4 Rearranging Icons

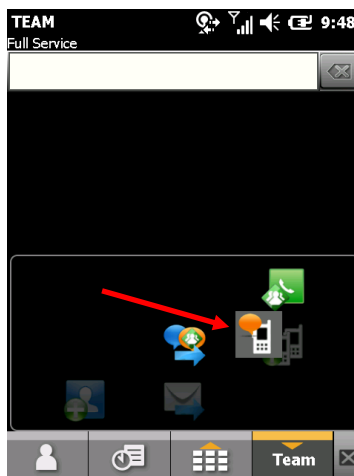
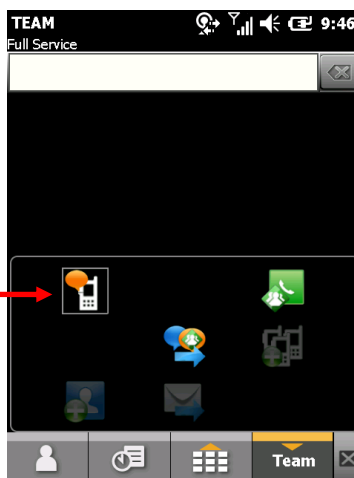
Rearrange disabled and enabled icons in the Dialer view by dragging and dropping them. Hidden icons cannot be rearranged.

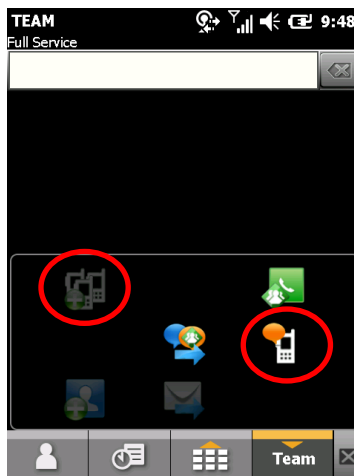
For example, to move the *Request PTT call* icon to a new position, tap the icon for one second until a gray square line surrounds it. Then drag and drop it into the new position. If another icon is in the new position the icons are swapped.

Tap and hold
for one second.



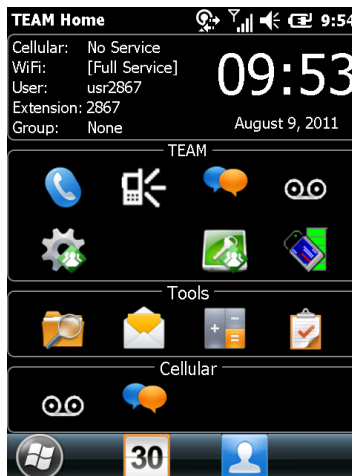
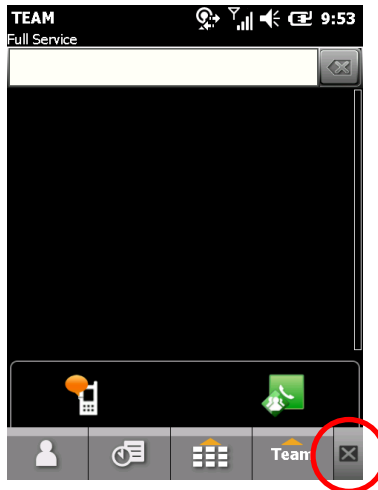
Drag the icon to
the new position
and drop it.





2.5 Closing the Dialer View

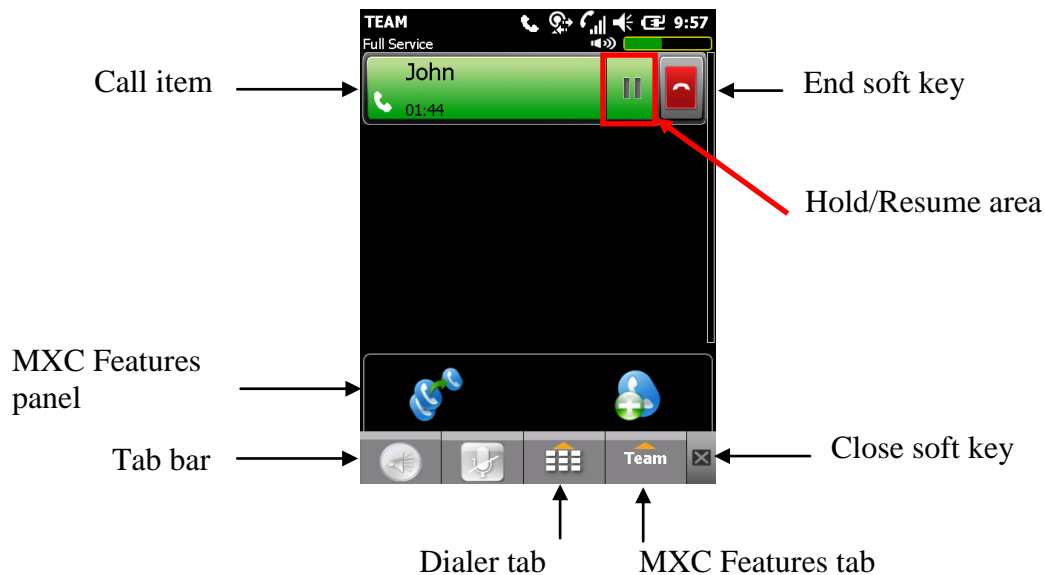
Press the **End** button or tap the **Close** soft key to close the dialer application and return to the previous screen.



3 In-Call View Description

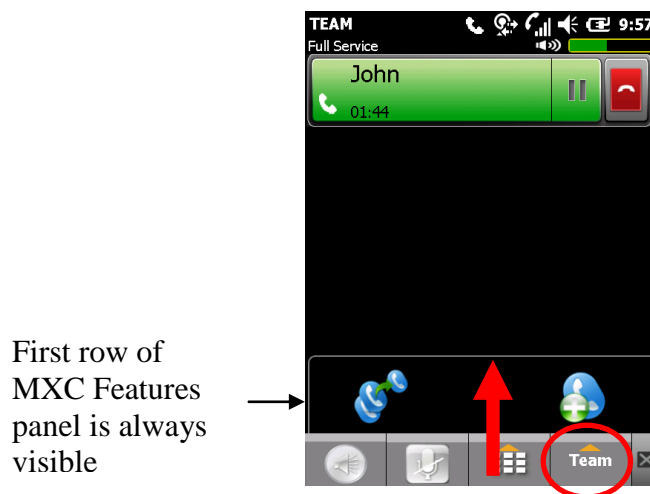
3.1 Identifying Components

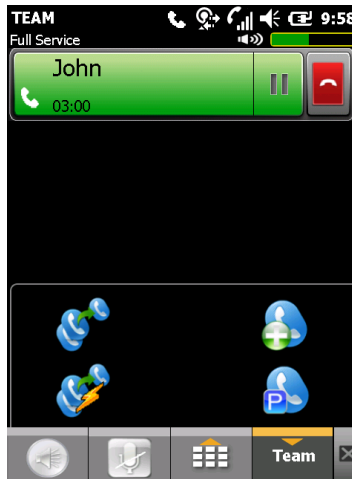
The In-Call view components are depicted below.



While in a phone call, the contact name and the call duration display in the Call item region. If the destination number is not a contact, the subscriber number displays. The subscriber number or the contact name is truncated if the length exceeds 16 characters. To the right of the call item, the **Hold/Resume** area is used to put the active call on hold or to resume a held call.

The MXC features panel expands or collapses when you tap the MXC **Features** tab. But its first row always remains visible

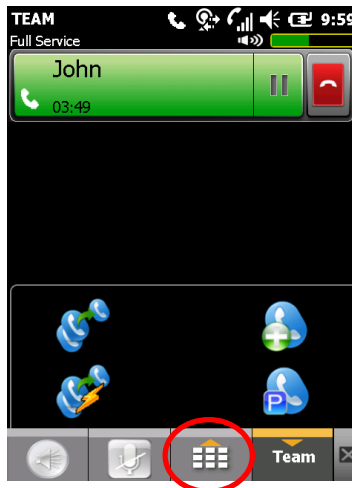


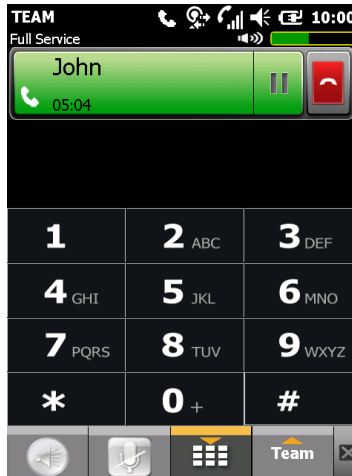


NOTE: MXC Feature icons displayed in the panel depends on the system configuration and the key registries values set in this path:

HKEY_CURRENT_USER\Software\Motorola\TEAM\InCall_Features, as described in section 3.2

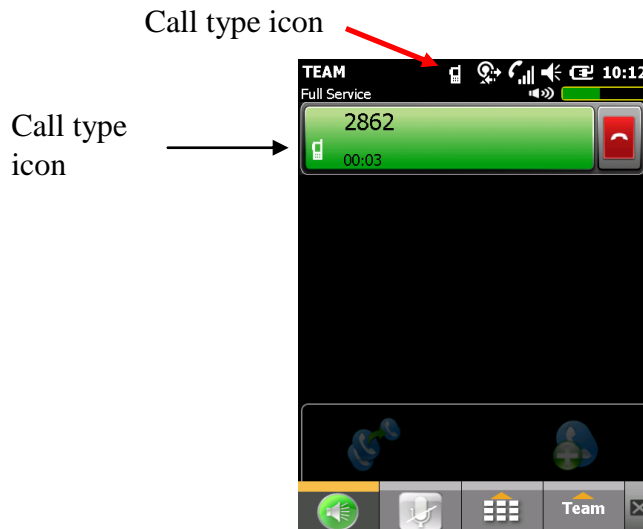
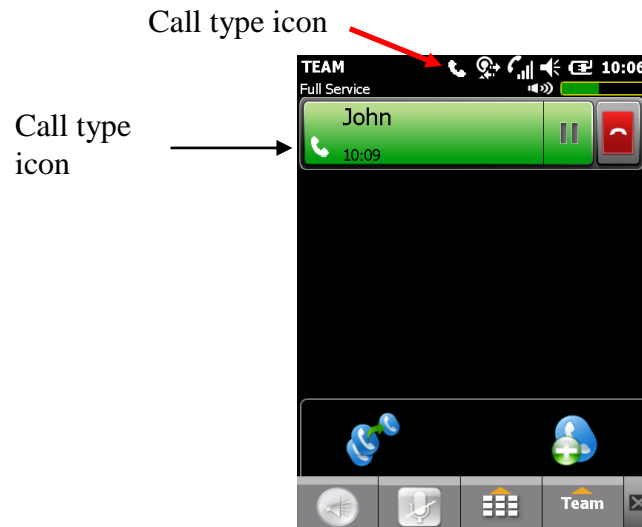
Tap the **Dialer** tab to expand the dialer pad and collapse the previously visible panel.





When the Dialer pad is expanded, all rows of the MXC Features panel are hidden. Tap the **Dialer** tab to collapse the dialer pad. After the dialer pad slides down, the first row of the MXC **Features** panel displays.

Call type icons indicate the currently active call type. The following images show a SIP and a PTT call.



NOTE: There is no **Hold/Resume** area in the PTT call item, as a PTT call cannot be put on hold.

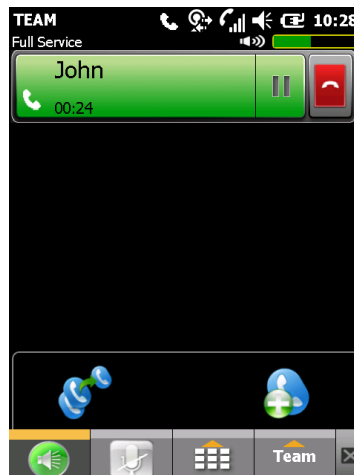
3.1.1 Icons Description

This section describes the use of the on-screen soft key icons.

Speakerphone



Tap the Speakerphone icon with a call in progress to toggle between hearing the call audio through the speaker or the earpiece.



Mute



Tap the **Mute** soft key to shut off the microphone and prevent the other party from hearing audio from your device.



Tap the **Mute** soft key again to turn the microphone back on.

NOTE: In PTT calls, the **Mute** soft key is disabled.

Add New Call



Tap this soft key opens the MXC Dialer to initiate a new call while the device is already in a call.

Answer



Tap this soft key when the device is ringing to activate the incoming call.

Hold Call



Tap this soft key to put an active call on hold.

Call Park



Tap this soft key to park the active call.

Call Transfer



Tap this soft key to initiate a call transfer procedure.

Conference

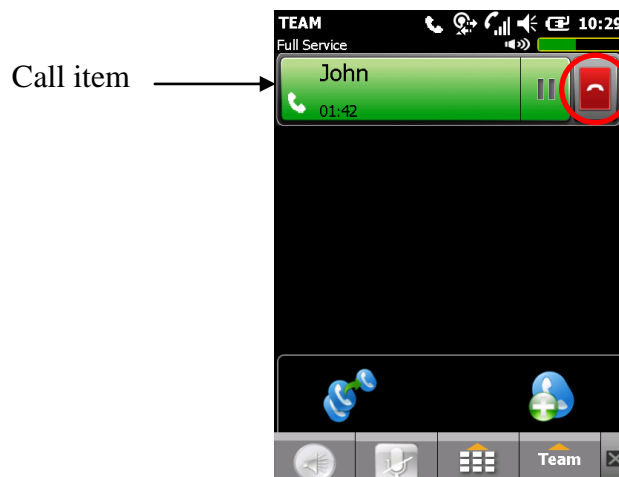


Tap this soft key to initiate a conference call.

End



Tap this soft key to finish the active call, closing the in-call view if there is no other call item. The Figure below contains only one call item. Tap the **End** soft key to finish the call with John and close the call view.



Secure/Clear call



If the call is unencrypted (clear call),
Tap this soft key to switch the current call to **secure** mode.

When the device is ringing, this image indicates that **secure** mode is enabled and the call is encrypted (secure call).



If the call is already encrypted,
Tap this soft key to switch the current call to **clear** mode.

When the device is ringing, this image indicates that the **clear** mode is enabled and the call is unencrypted.

NOTE: If the **Secure Call** feature is disabled, the icons are hidden in the **in-call** view.
See section 7.2 for more details.



When the device is ringing, this image indicates that **secure** mode is disabled.

Simplified call transfer



Tap this soft key to initiate a simplified call transfer.

NOTE: If the **Simplified Call Transfer** feature is disabled, the icon is hidden. See section 7.1.5 for more details.

Resume call



Tap this soft key to resume a phone call on hold.

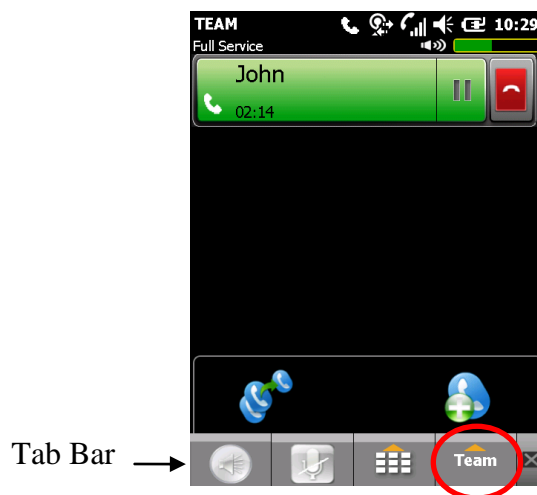
Shared Line Appearance



Tap this soft key to open the Shared Line Appearance application.

3.2 Configuring the MXC Features Panel

Tap the **MXC Features** tab to expand the **MXC Features** panel.



MXC Features
Panel



Configure the **MXC Features** panel by accessing the following Windows registry path:
HKEY_CURRENT_USER\Software\Motorola\TEAM\InCall_Features

Registry name	Default value
A1_Id	3
A2_Id	4
A3_Id	0
B1_Id	1
B2_Id	5
B3_Id	0
C1_Id	6
C2_Id	2
C3_Id	0

The features associated to the registry values are:

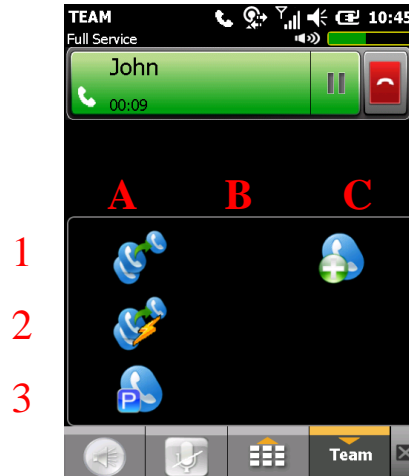
- None: 0
- Conference: 1
- Park Call: 2
- Transfer: 3
- Quick Transfer: 4
- Shared Line: 5
- Add New Call: 6
- Hold: 7
- Toggle Secure/Clean Call: 8

NOTE: If an invalid number is entered in a key registry, the icon feature is hidden in the panel. This may disable some features in the **MXC Features** panel.

The **MXC Features** panel is organized in a matrix, with columns A, B and C, and rows 1, 2 and 3. Row 1 is always visible. By default, the third row in the panel is not shown. To change this, set the **A3_Id**, **B3_Id**, and **C3_Id** key registry values to something other

than 0. The following image shows that the key registry values have been set to show Row 3.

If the key registry values for the second row are set to 0, the second row is not displayed. However, the first row is always displayed.



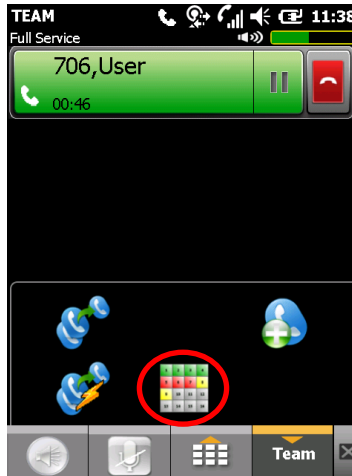
To configure any feature icon, assign a new value to the corresponding key registry ID. For example, to show the *Call Park* feature icon in the A1 position and the *Transfer* feature in A3, set the key registry **A1_Id** to 2, **A3_Id** to 3, and then reboot the device. The new positions of the feature icons are shown in the following image.



There is no limit to assigning an allowed data value to any keypad position or to setting a feature icon in multiple positions.

Configure icon positions in the **MXC Features** panel by registry. Icons for features unsupported by the system are not displayed, even if the feature is configured to be visible.

The next image shows an in-call view with the *Shared Line Appearance* feature icon visible.



3.3 Rearranging Icons

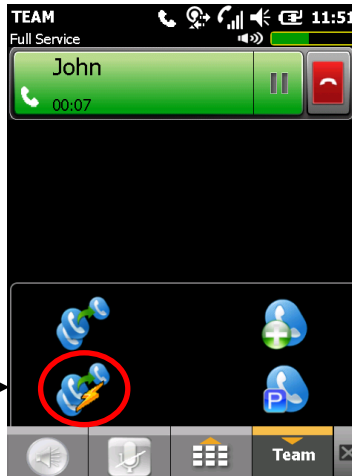
Rearrange icons in the in-call view by dragging and dropping them into position. Icons must remain inside the panel.

For example, to move the *Quick Transfer* icon into the first row:

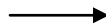
1. Tap the icon for one second until a gray square surrounds the icon.
2. Drag and drop the icon into the new position.

If another icon is already in the new position, the icon positions are swapped, as in the following images:

Tap and hold
for one second
and release.



When properly
selected, a gray
box appears.



Drag the icon to
the new position
and drop it.



The moved icon
changes position
with the one
formerly there.



3.4 Overdialing

Dialing numbers on the physical keypad or from the onscreen Dialer Pad during an active call makes the dialed numbers temporarily replace the call duration display.

Ten seconds after the last number is dialed, the display field reverts to the call duration.

Numbers dialed
during an active
call



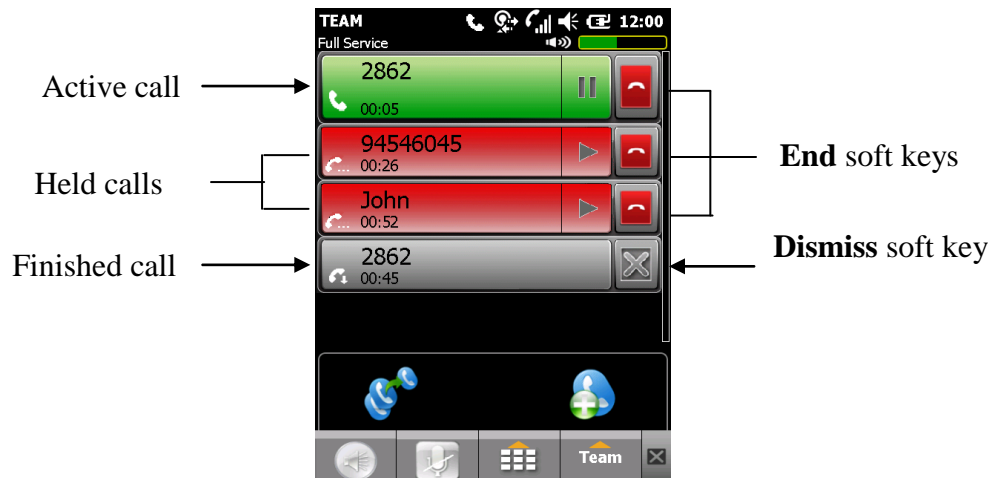
When the length of the dialed string exceeds the size of the text field, the digits scroll off the left side of the field and “...” appears on the left side of the visible string.

Visible field
character limit
exceeded



3.5 Handling Multiple Calls

When the device is in a call, the active call displays at the top of the **Call** items list. Held calls display below the active call and finished calls display below held calls, as shown below.



MXC notifications display at the bottom of the **Call** items list.

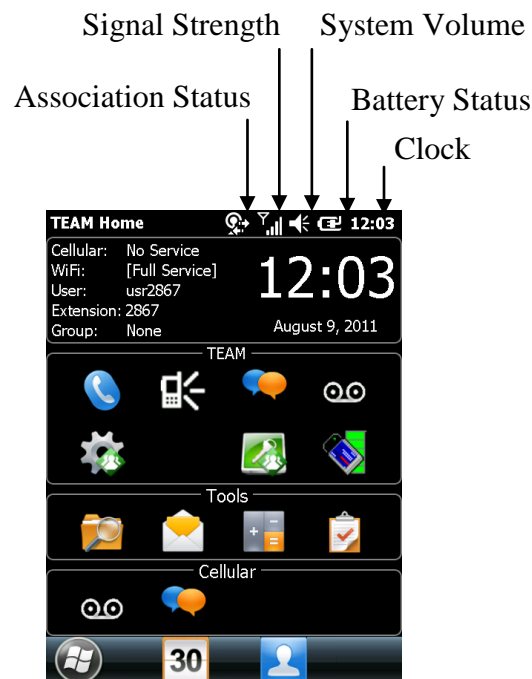


4 Status Bar

The **Status Bar** contains system icons and MXC icons. The system icons are:

- **Association Status**
- **Signal Strength**
- **System Volume**
- **Battery Status**
- **System Clock**

The MXC icons indicate the call type, described in the image below.



The **Association Status** icon indicates whether the device is associated to a WLAN.

The **Signal Strength** icon displays the intensity of the WLAN signal.

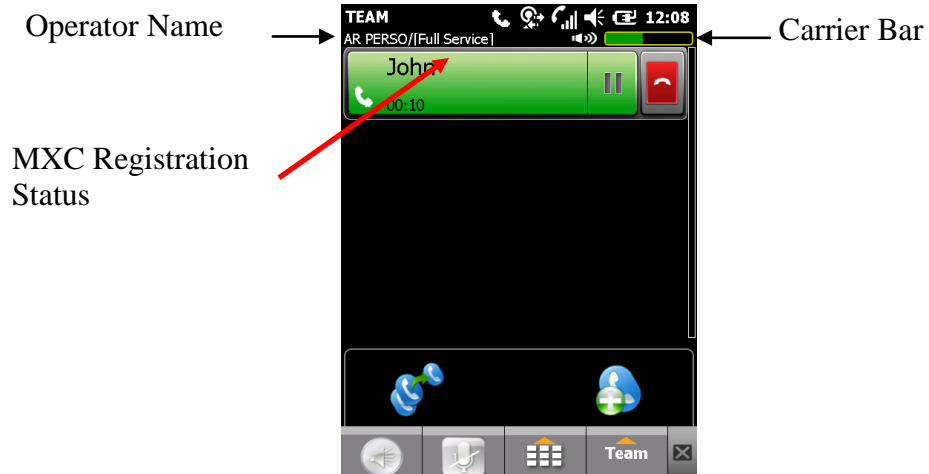
The **System Volume** icon indicates whether the speakerphone and the earpiece are enabled.

The **Battery Status** icon shows either the battery charge level or if the device is connected to an external power source.

The **Clock** shows the system time.

5 Carrier Bar

When the device is in a call, the Carrier bar displays under the status bar. The carrier bar displays the current operator name if there is a SIM card installed in the device, and MXC registration status.



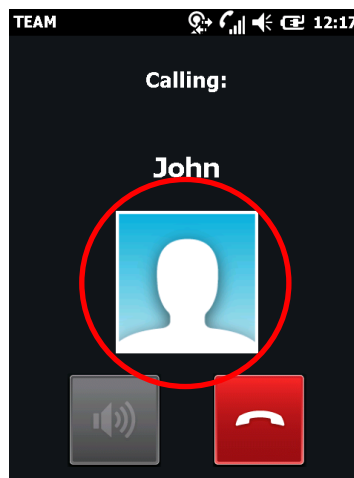
6 Basic Telephony Features

6.1 Initiating Calls

6.1.1 Initiating an Interconnect Call (IC)

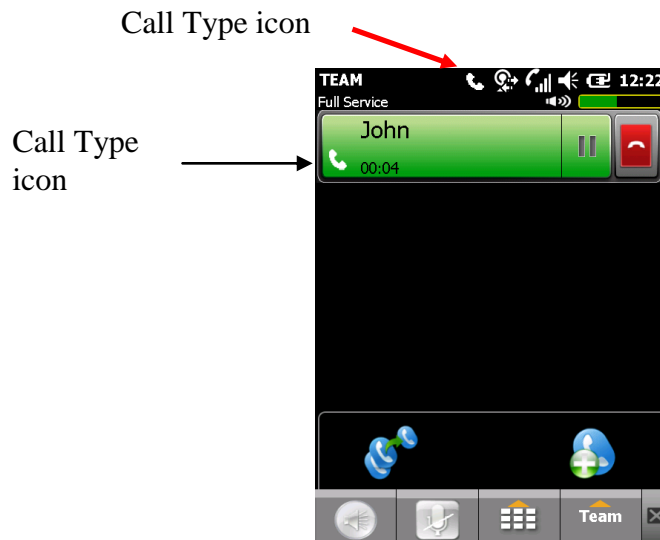
To initiate an IC,

3. Open the MXC Dialer application. See Section 2 for details.
4. Dial the subscriber number using the dial pad or the physical keyboard.
5. Tap the **MXC call** icon or press the **Send** button.

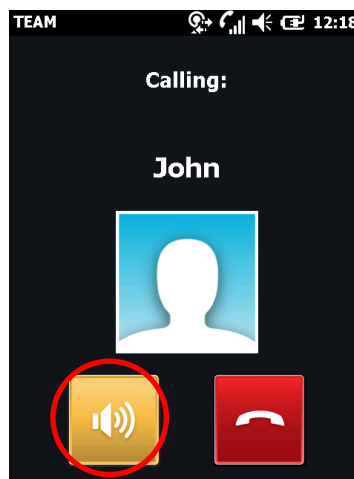


The presence of an image above the soft keys instead of the secure or clear call icons indicates that secure mode is disabled. See Section 7.2 for further information.

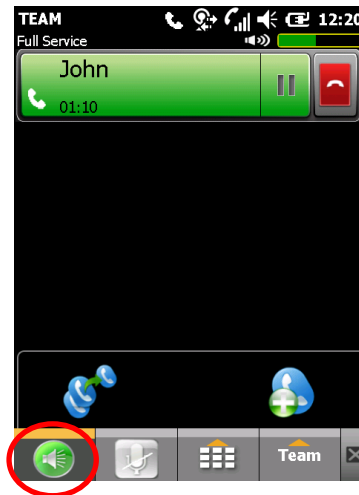
When the target answers the call, the in-call view opens.



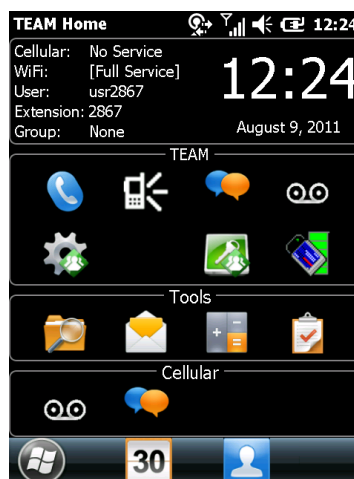
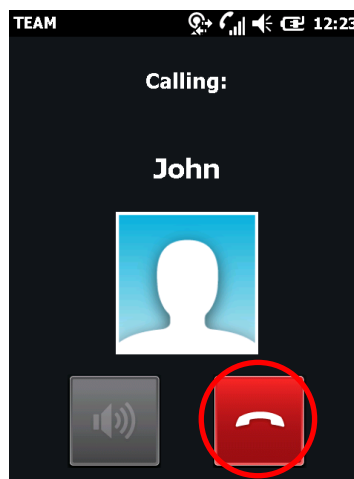
Tap the **Speaker** soft key while the phone number is being dialed and the call audio is played through the speakerphone instead of the earpiece.



When the call is connected, the call audio is still played through the speakerphone. To play audio through the earpiece instead, tap the **Speaker** icon again.



To cancel a phone call while ringing and before it is answered, tap the **Cancel** soft key or press the **End** button on the physical keypad to return to the previous screen.

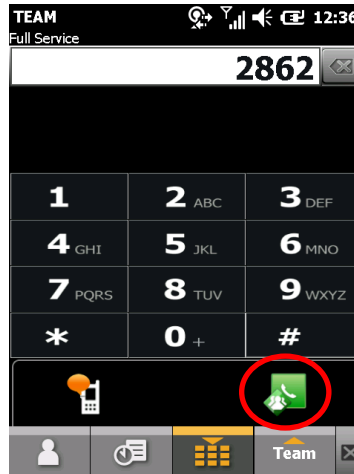


When the Call Log is not empty, the MXC Dialer displays the most recently called number when opened. The MXC Dialer can be opened by pressing the **Send** key on the physical keypad or selecting the MXC Dialer icon. Press **Send** key on the keypad or tap the **MXC Call** icon to initiate a new call to that number.

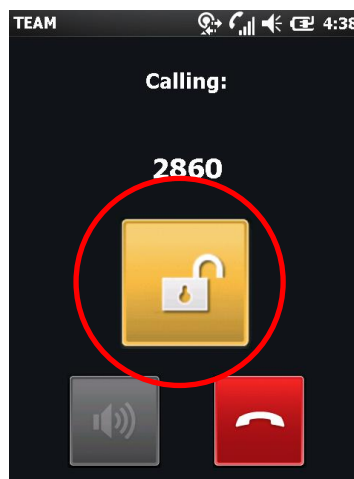


When a new number is dialed, it is added to the top of the list of last called numbers.





If Secure mode is enabled but the new call is initiated as a clear call, the calling view displays as follows.

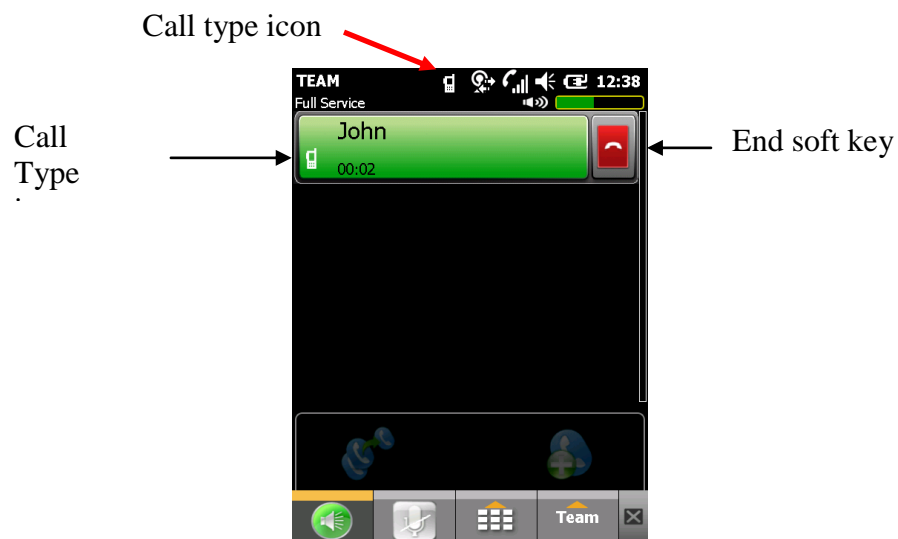


Secure mode feature
enabled,
Clear call in progress

6.1.2 Initiating a PTT Call

To initiate a PTT call

1. Open the MXC Dialer application.
2. Dial the subscriber number with the dial pad or the physical keypad.
3. Push the PTT button.

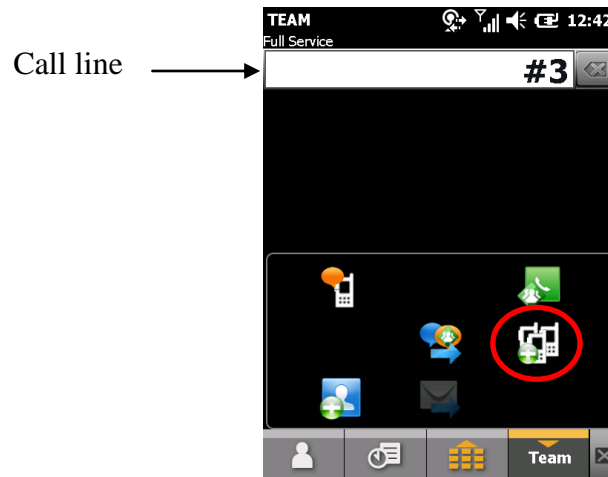


The PTT call session automatically terminates eight seconds after the last user releases the PTT button. Alternately, tap the **End** soft key or press the *End* button to terminate a PTT call session.

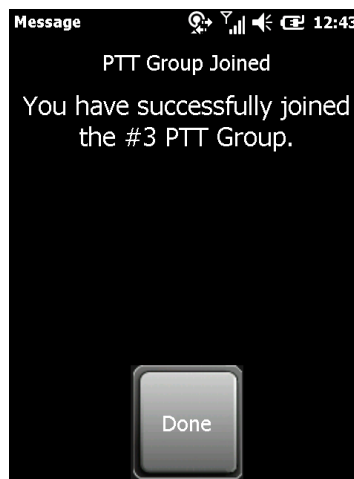
6.1.3 Initiating a PTT Group Call

To initiate or receive a PTT group call, you must be provisioned in the Wireless Service Manager (WSM) and then must be affiliated to the group. To join to a specific PTT group call,

1. Open the Dialer view.
2. In the Call line, enter a hash/pound symbol (#).
3. Enter the group number.
4. Tap the **Join PTT group** icon.

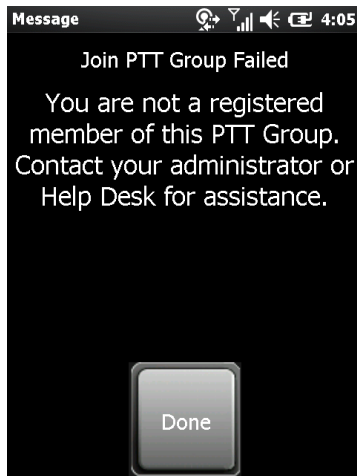


If the affiliation is successful the following screen displays.



Tap the **Done** soft key or wait five seconds and the message closes.

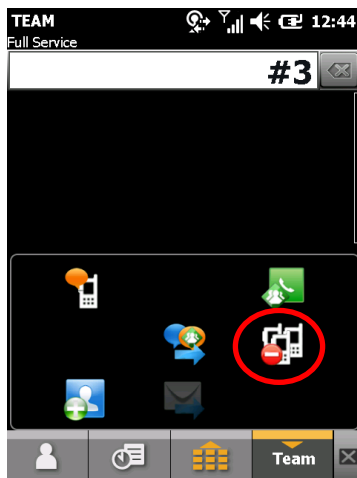
If the PTT group to be joined is not provisioned in the WSM for a particular user, the affiliation fails and the error message shown in the image below is displayed.

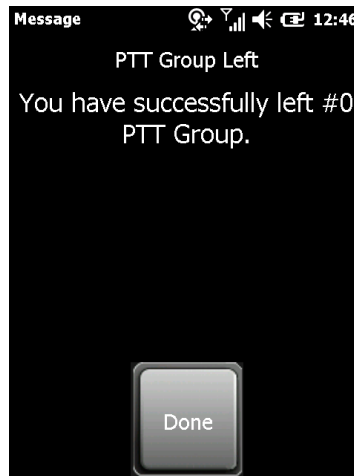


Tap the **Done** soft key or wait five seconds and the message closes.

To leave a PTT group call,

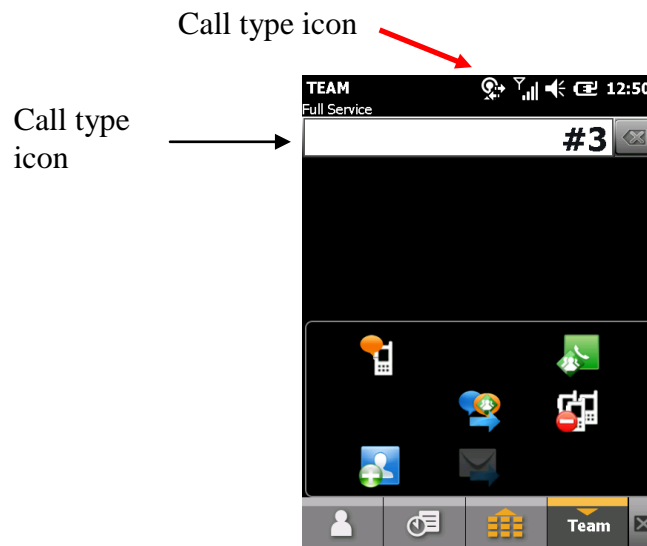
1. In the Call line, enter a hash/pound symbol (#).
2. Enter the group number.
3. Tap the **Leave PTT group** icon.

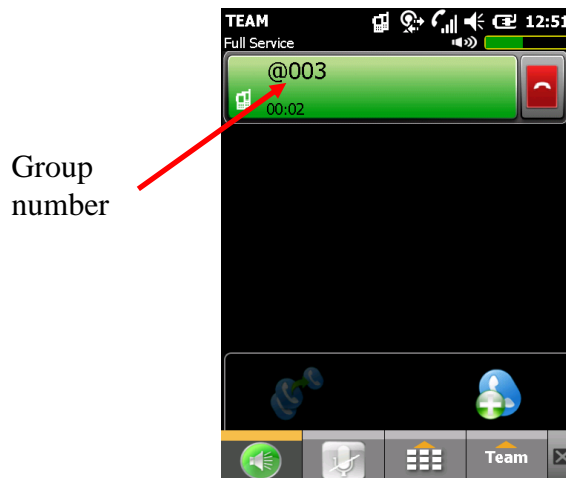




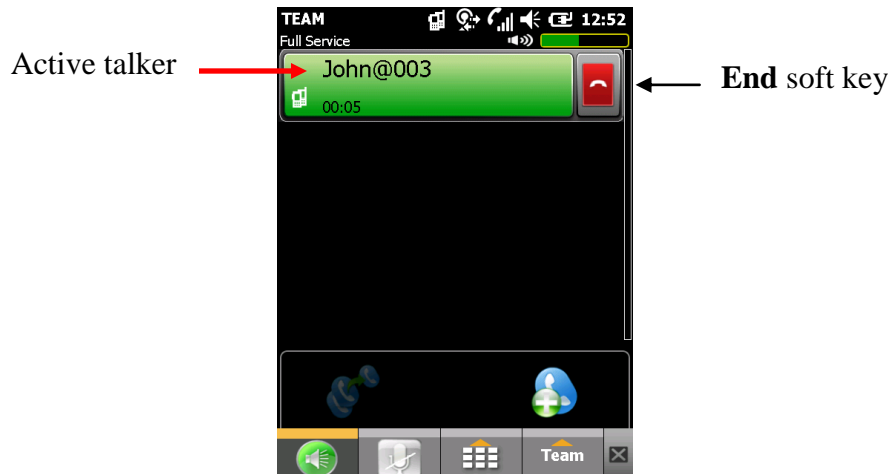
Tap the **Done** soft key or wait five seconds and the message closes.

After a PTT group number has been affiliated to, open the MXC dialer, dial the PTT group number, and then press the PTT button to initiate a PTT group call.





When a subscriber member of the group responds to the PTT call, the screen below displays.

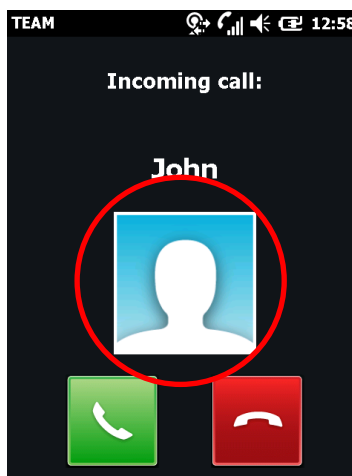


To leave the PTT group call, tap the **End** soft key or press the **End** button. If the PTT channel is not used for eight seconds, the PTT group call session terminates automatically.

6.2 Receiving Calls

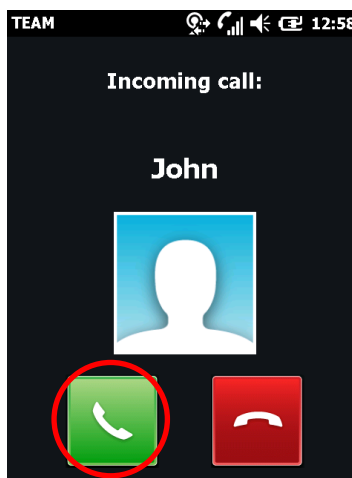
6.2.1 Receiving a Phone Call

The screen below displays during the ringing state.

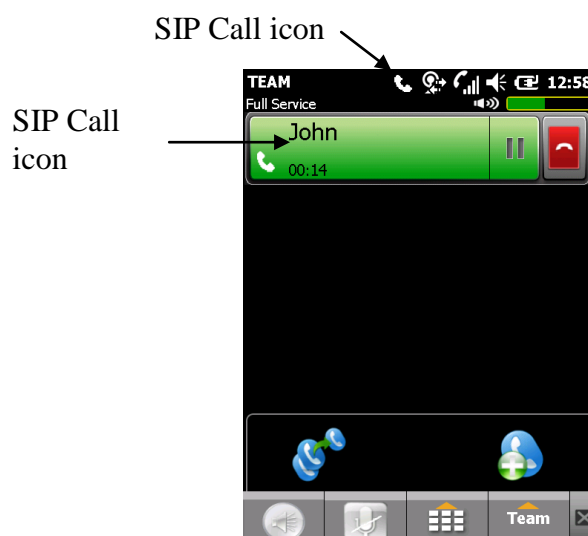


Secure Mode disabled
regular call in progress

The image above the soft keys indicates that **Secure** mode is disabled. See Section 7.2 for more details.

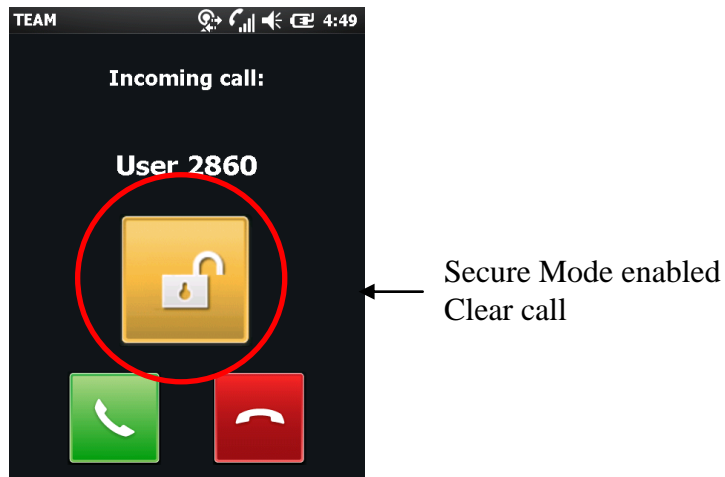


Tap the **Answer** soft key to open the In-Call view and display the active call, as shown in the image below.



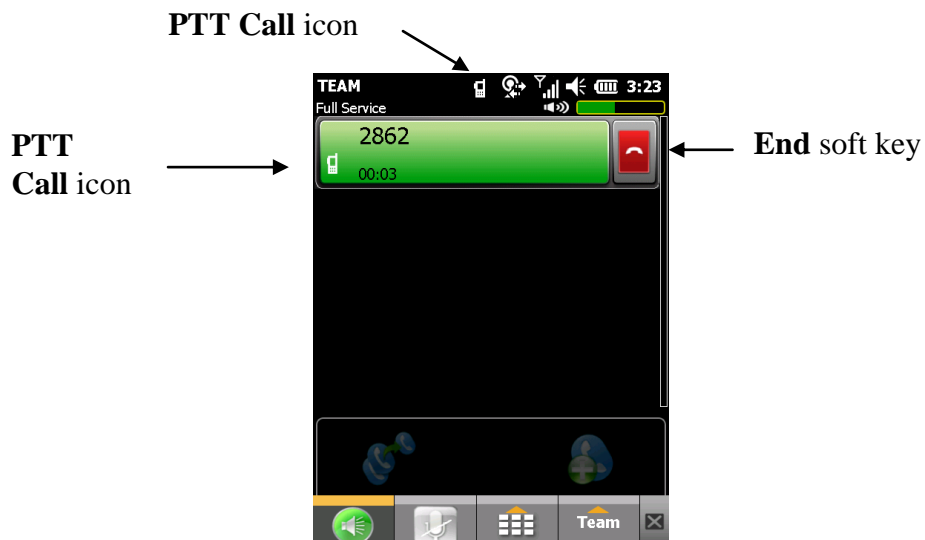
Tap the **End** soft key during ringing state to reject an incoming call and return to the previous screen.

If **Secure** mode is enabled but the incoming call is not encrypted, the incoming call view displays as in the image below.



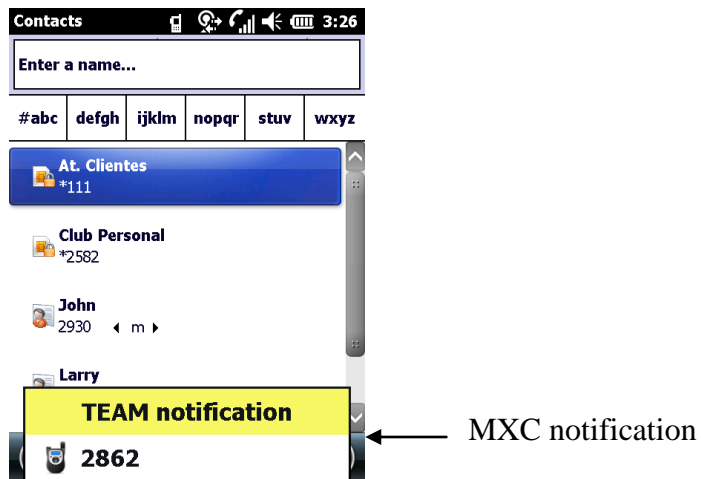
6.2.2 Receiving a PTT Call

When the **MXC Home** screen or in the **MXC Dialer** screen are displayed, the In-Call view opens when a PTT call is received.

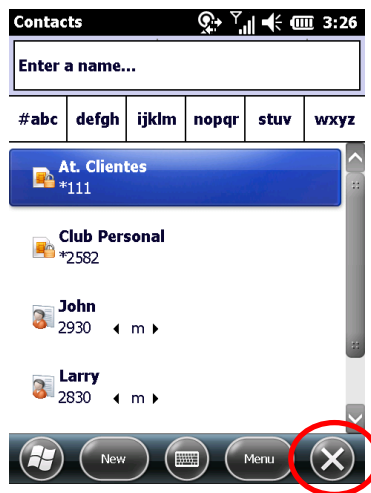


The PTT call automatically finalizes eight seconds after the last user releases the PTT button or when you tap the **End** soft key or press the **End** button. This closes the **In-Call** view and returns to the previous screen.

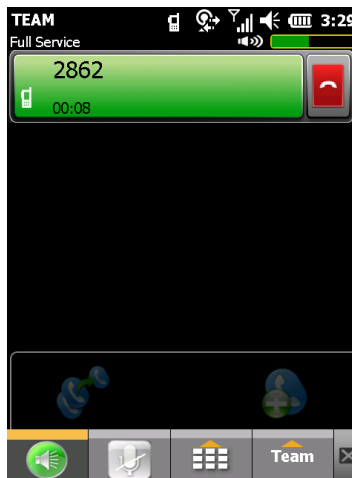
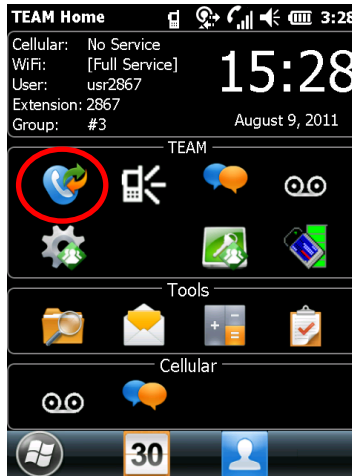
If a PTT call is received when neither the **MXC Home** screen nor the **MXC Dialer** screen are visible, an MXC notification displays.



To open the **In-Call** screen, press the **Send** button or tap the MXC notification to close it and then close the application.



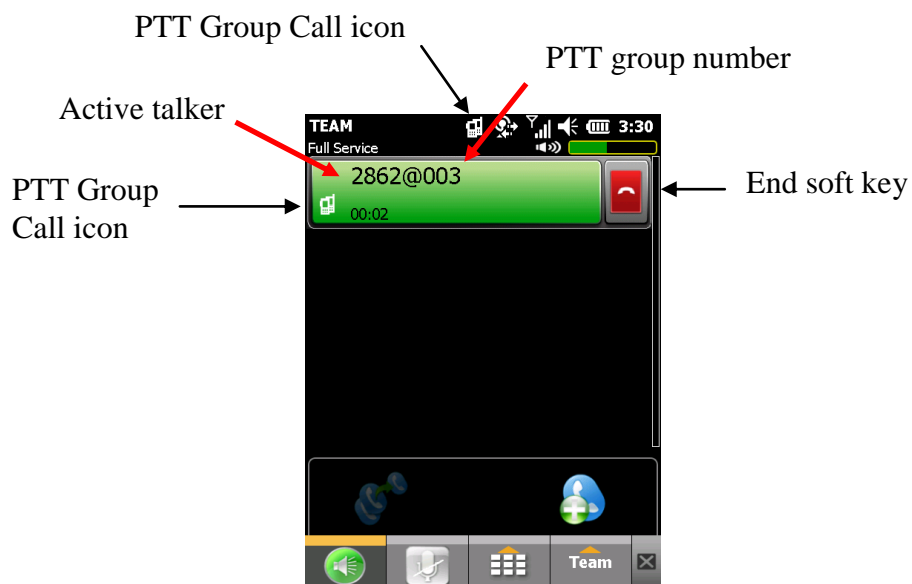
In the **MXC Home** view tap the **MXC Phone** icon to open the in-call view.



NOTE: The **Incoming Call** screen is not displayed for PTT calls.

6.2.3 Receiving a PTT Group Call

The in-call view opens if a PTT group call is received when the device is in the MXC Home screen or in the MXC Dialer view.



The information displayed in the **Call** item includes the active talker ID/contact name and the PTT group number. The name is updated each time the active talker changes.

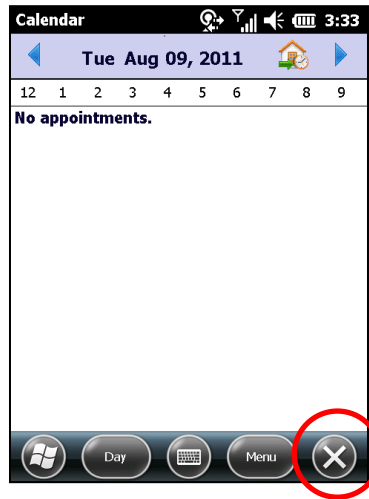
Before talking into the device, wait until the PTT channel is released, then press the PTT button. In this case, the subscriber number is not displayed.

The PTT group call finalizes automatically eight seconds after the last user releases the PTT button. If a user taps the **End** button or soft key during an active PTT group call, the in-call view closes and the previous screen returns. Then you leave the PTT group call.

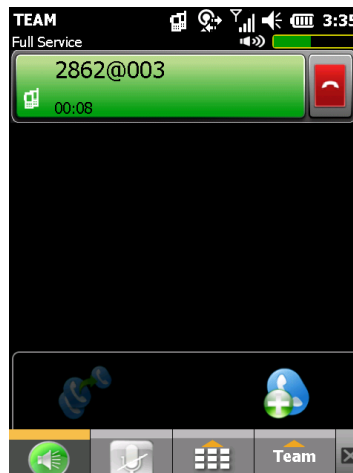
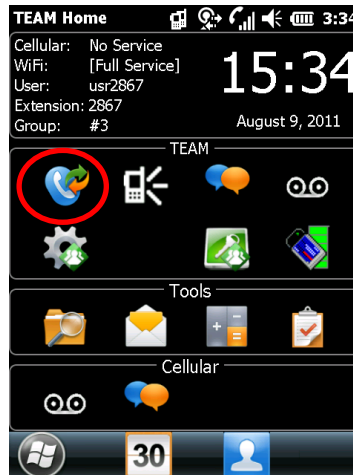
When neither the **MXC Home** screen nor the **MXC Dialer** view is visible and a PTT group call comes in, an MXC notification appears.



To open the in-call view, press the **Send** button or tap the MXC notification to close it, then close the application.

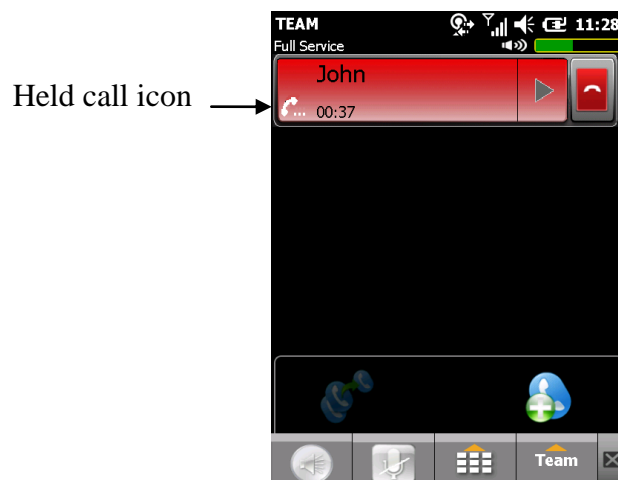


In the **MXC Home** view tap the **MXC Phone** icon to open the in-call view.

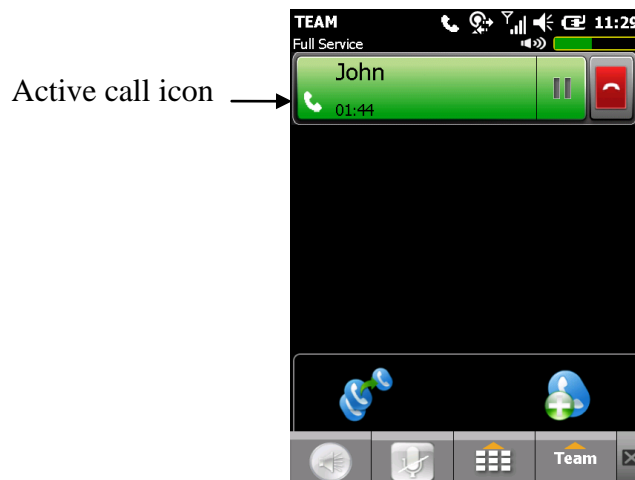
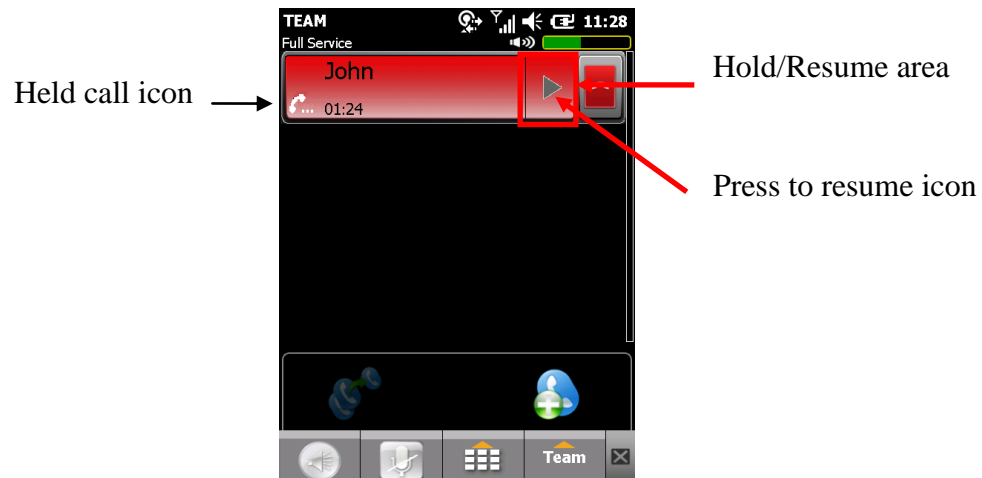


6.3 Holding Phone Calls

To put a call on hold while in an active call, tap the **Hold/Resume** soft key in the respective call item. The item color changes to red.



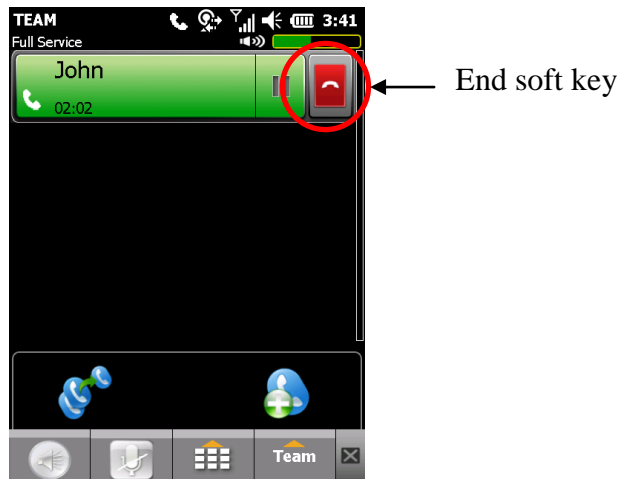
To resume the call, tap the **Hold/Resume** soft key again. The item color changes to green.



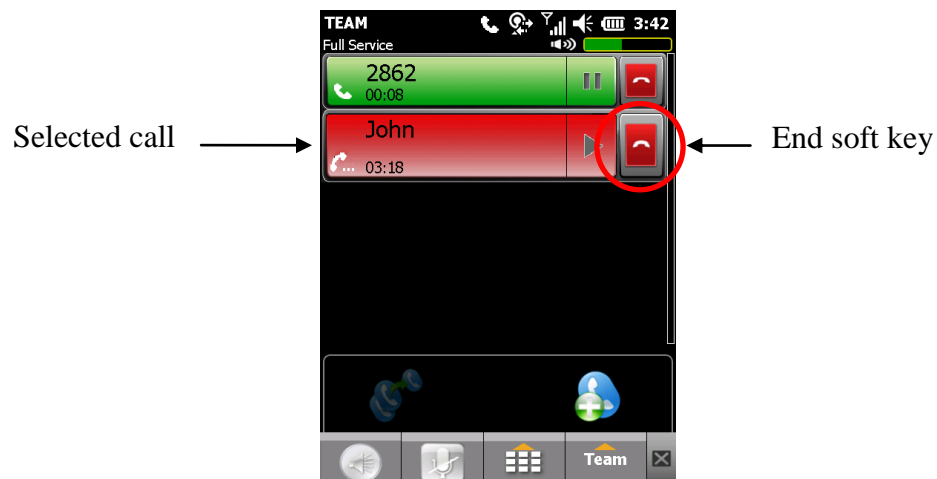
The icon in the **Hold/Resume** area of the call item indicates whether the call is active or held, as shown in the image above.

6.4 Ending Phone Calls

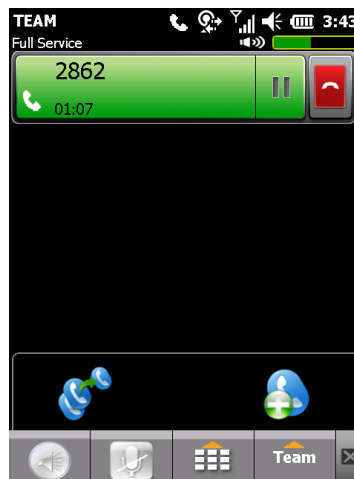
To finish a call, tap the **End** soft key or press the **End** button.



In multiple call scenarios, tap on the call item to select it, then tap the **End** soft key or press the **End** button to finish the call.



After the call is terminated, the item is disabled. Tap the **Dismiss** soft key to dismiss the respective item from the call list.

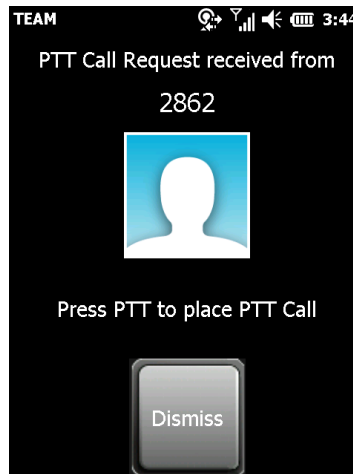


When the last call has been finished, the in-call view closes and the previous screen displays.

6.5 Working with PTT Call Requests

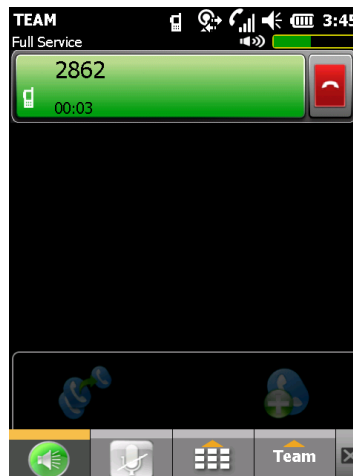
6.5.1 Receiving PTT Call Requests

When neither the **MXC Home** screen nor the **MXC Dialer** screen is displayed and a PTT call request arrives, the screen in the image below displays.



To close the message and return to the previous screen, tap the **Dismiss** soft key.

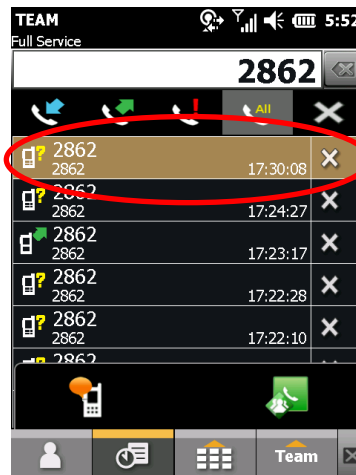
To respond to the PTT request, press the **PTT** button.



When neither the **MXC Home** screen nor the **MXC Dialer** view is displayed and a PTT call request arrives, a pop-up notification displays for five seconds.

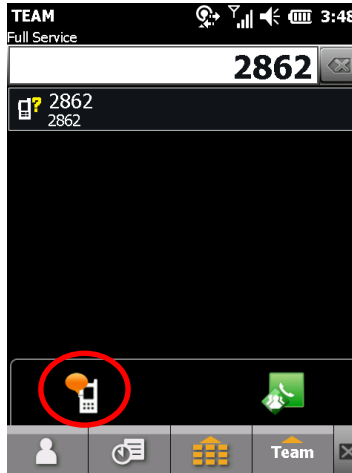


If you cannot answer a PTT call request by pressing the **PTT** button if neither the **MXC Home** screen nor the **Dialer** view are displayed. To dial the number, first open the Dialer view or double tap the appropriate **PTT** call request item from the **Call** log view. Then initiate the PTT call by pressing the **PTT** button.



6.5.2 Sending PTT Call Requests

From the MXC Dialer application, dial the subscriber number and then tap the **Request PTT Call** icon.



A PTT call request is sent and a confirmation screen displays.



Tap the **Done** soft key to dismiss the screen or wait five seconds.

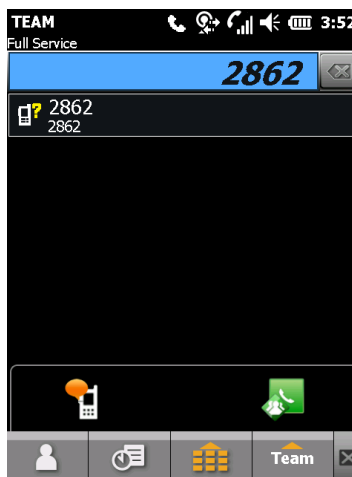
6.6 Managing Multiple Calls

6.6.1 Initiating a Second Call Appearance

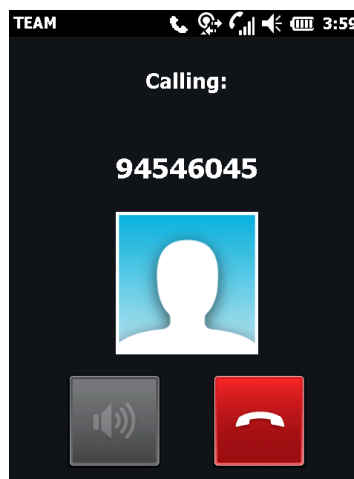
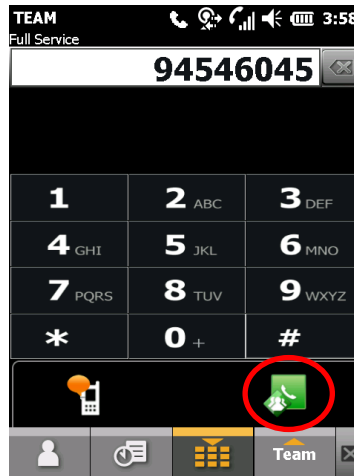
When a call is active or is on hold, tap the **Add New Call** icon to open the MXC Dialer application to initiate another call.



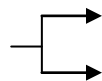
The MXC Dialer opens to show the last called number. Tap the **MXC Call** icon or press the **Send** button to initiate a new call to the number in the call line.



To initiate a call to a different number, dial its number and then either tap the **MXC call** icon or press the **Send** button to initiate the second call.



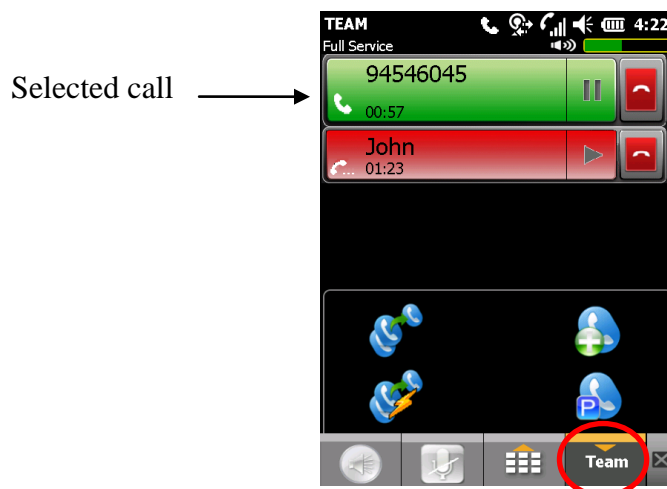
Call items
list



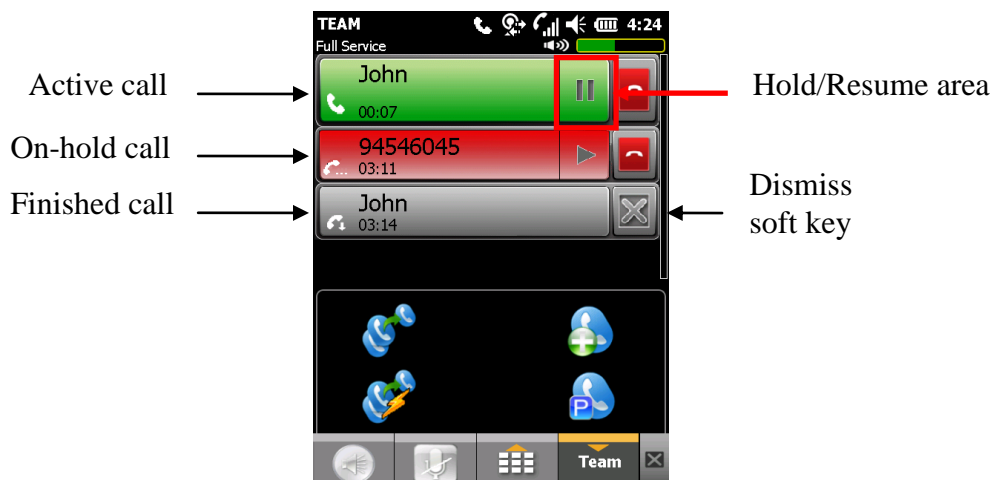
Both calls display in the **Call Items** list. The last call initiated is the active call at the top. The previous call is put on hold if it was not already on hold.

Tap a call in the **Call** items list to select it. The selected call displays in a slightly taller box.

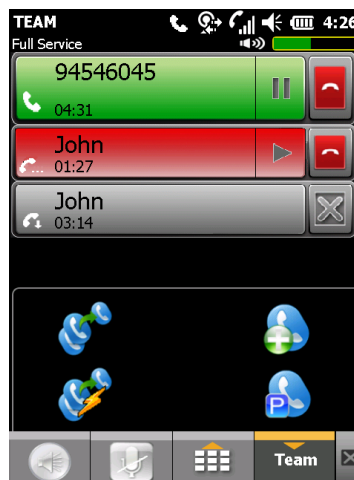
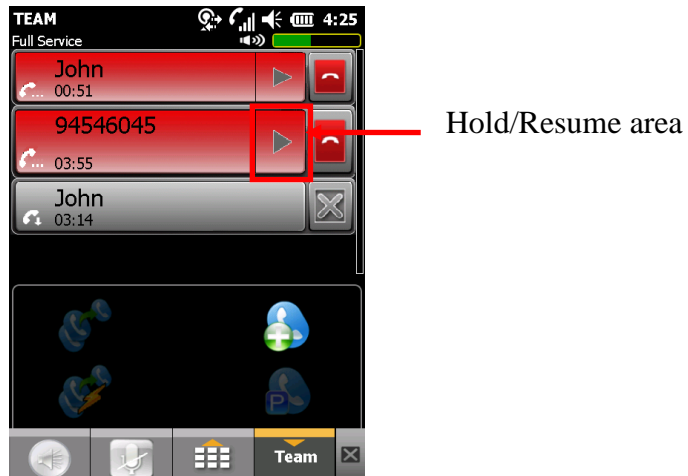
Tap the **MXC Features** tab to reveal a panel with the features available for each selected call.



When more than one item is in the **Call Items** list, the active call displays atop the list, followed by the calls on hold and then by the finished calls. To put the active call on hold, tap the **Hold/Resume** soft key.

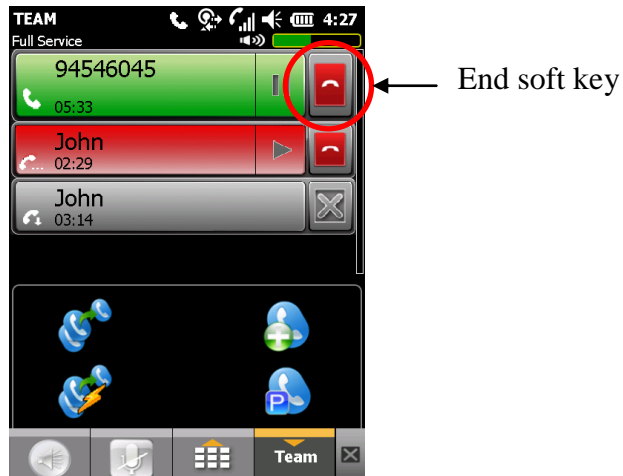


For example, to resume the second call in the call items list, tap the second call, then tap again on its **Hold/Resume** soft key.

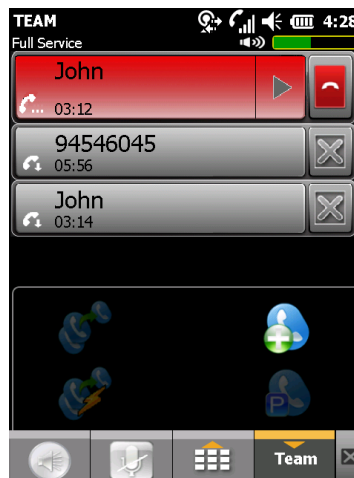


The call switching to the active state moves to the top of the **Call Items** list.

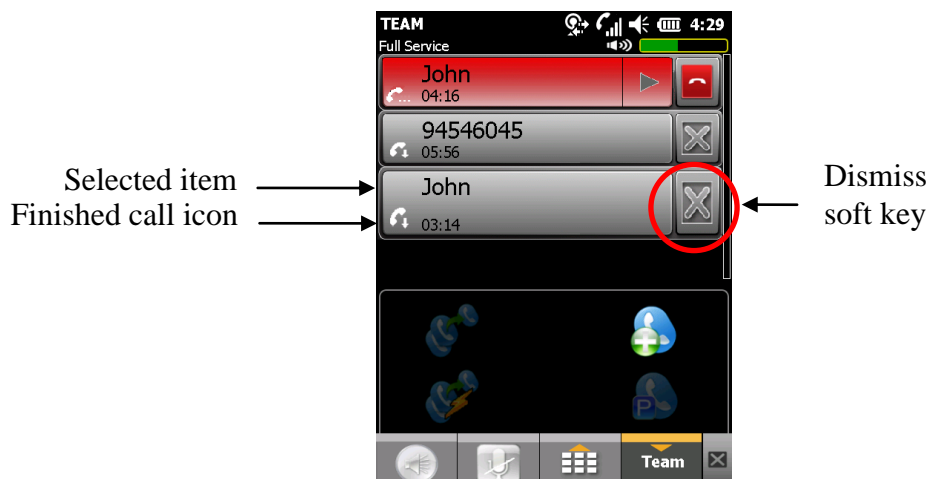
To finish an active or held phone call, select it in the list and tap the **End** soft key or press the **End** button.

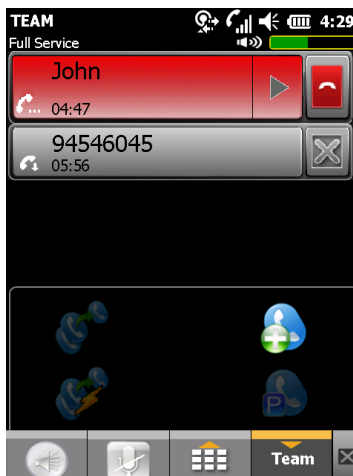


The ended call moves to the bottom of the **Call Items** list.



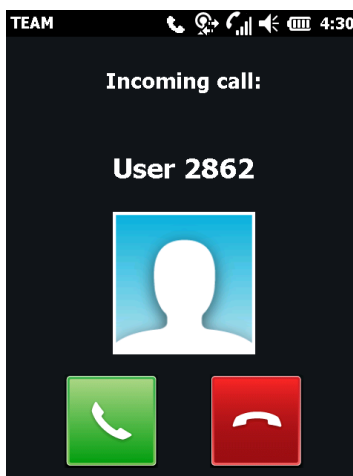
To dismiss an item from the call items list, select it and tap the **Dismiss** soft key.





6.6.2 Answering an Incoming Call while in another Call

When the device is in-call and another call comes in, the screen in the image below displays.



To answer the incoming call tap the **Answer** soft key or press the **Send** button. To reject the call, tap the **End** soft key or press the **End** button. An answered call is added to the top of the **Call** list and the previous call is put on hold.



7 Advanced Telephony Features

7.1 Working with MXC Features

7.1.1 PTT Speaker Init Mode

Configure settings for a PTT Speaker initial state when a new PTT call is initiated with the *enableInitPttSpeakerOnMode* key registry. This is found in path **hkey_local_machine\motorola\enterprise\telephony\dispatch**. Set the key registry value to 0 and the PTT Speaker initial state becomes the last state in the previous PTT call. For example, if the PTT Speaker state was disabled when the previous PTT call ended, the initial PTT Speaker state in the new call is also disabled.

Set the key registry value to 1 and the PTT Speaker initial state remains always enabled, regardless of the last PTT Speaker state in the previous PTT call.

7.1.2 SLA Extension Configuration

To configure whether line number or extension number are shown during a Shared line Call, set the key registry **show_sla_ext_num** found in this path:

hkey_local_machine\motorola\ui.

Set the key registry value to 0 and the the line number of the shared line displays. Set the key registry value to 1 and the extension number of the shared line displays.

7.1.3 PTT Button Initiates Group Call

Configure the Quick PTT Group Call feature by setting the *QuickPTTGroupCallEnabled* key registry in path **hkey_local_machine\motorola\ui**.

Set the key registry value to 1 and when PTT key is pressed in the **Home** screen, a call to the current affiliated PTT group is initiated. If no group call is affiliated, the dialer view opens.

Set the key registry value to 0 and when the PTT key is pressed in the **Home** screen, the dialer view opens.

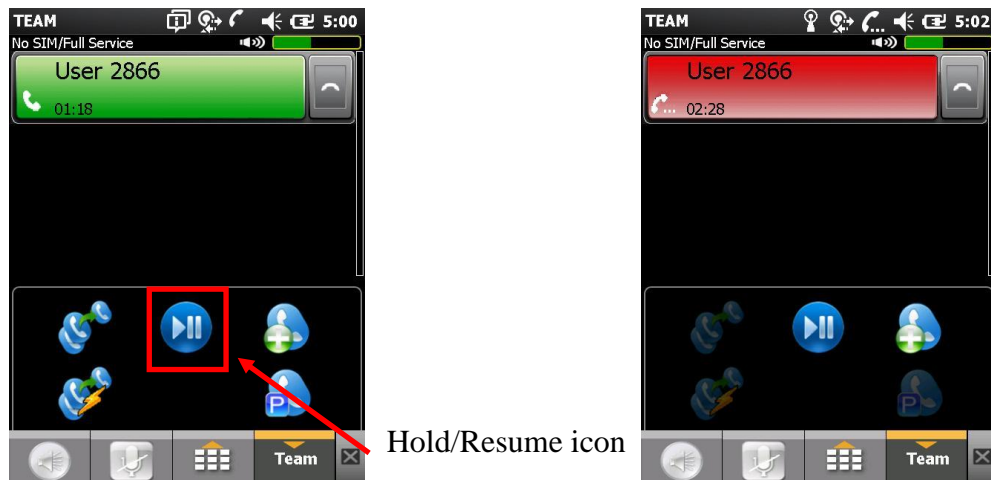
7.1.4 Disable Hold/End Soft Keys In-Call Item

Configure **Hold** and **End** soft keys on each call item by setting the *EnabledHoldEndInItemCall* key registry in path **hkey_local_machine\motorola\ui**.

Set the key registry value to 1 and the **End** and **Hold/Resume** soft keys display in the call item.

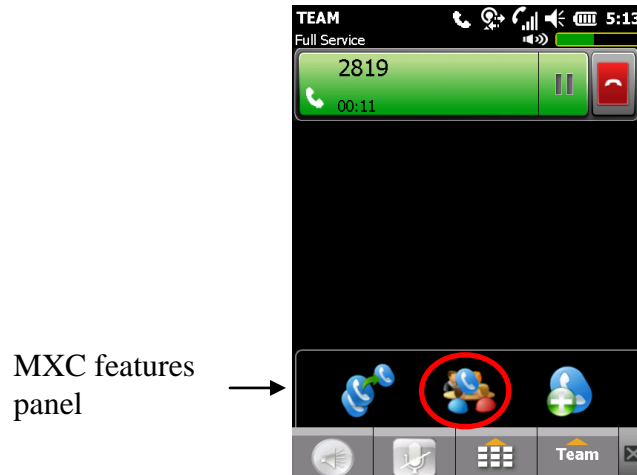


Set the key registry value to 0 and the call can only be ended by selecting the call item and pressing the **End** key. Tap the **Hold/Resume** soft key in the **MXC Features** panel to hold or resume the call.

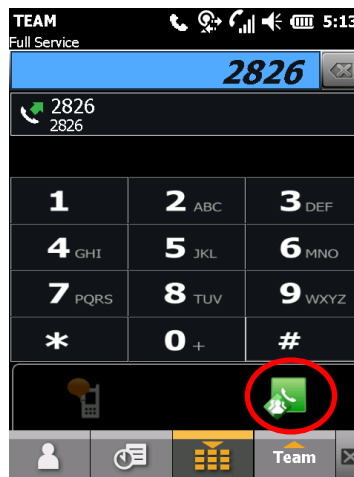


7.1.5 Conference Call from the MXC Dialer

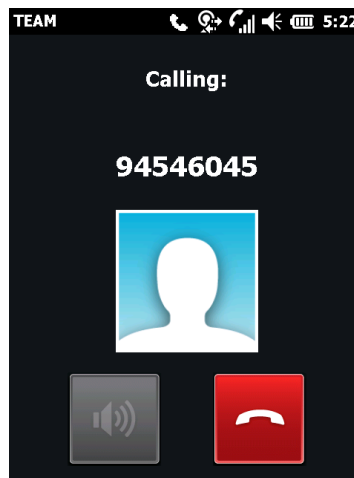
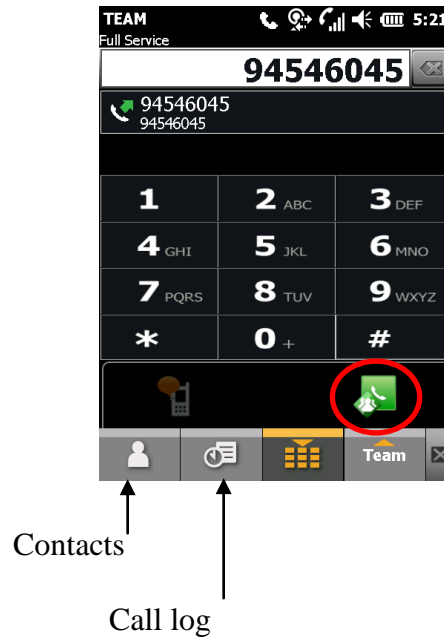
When the device is in a call, tap the **Conference** icon in the **MXC Features** panel to open the MXC Dialer.



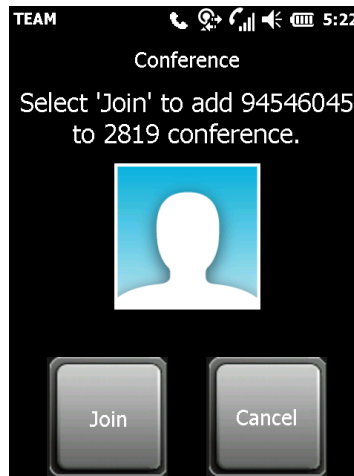
The MXC Dialer shows the last called number. Tap the **MXC Call** icon or press the **Send** button to initiate a conference call with the number in the call line.



To initiate a conference call from the Contacts list or the **Call** log, dial the subscriber number and then tap the **MXC Call** icon or press the **Send** button.

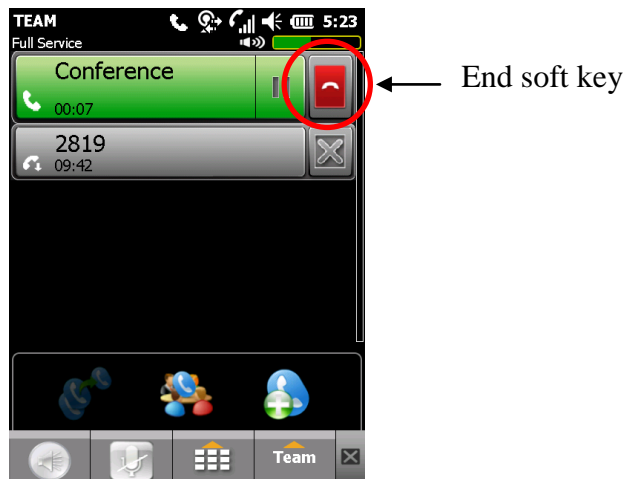


When the target answers the call, the screen in the image below displays.

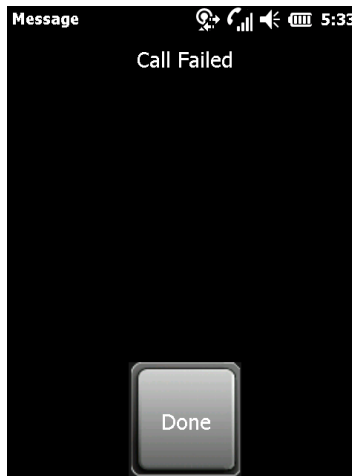


To complete setting up the conference, tap the **Join** soft key. In the Call items list, the previous call item displays as an ended call and a new active call item displays atop the list to indicate that it is a conference call.

To leave the conference call, tap the **End** soft key or press the **End** button.

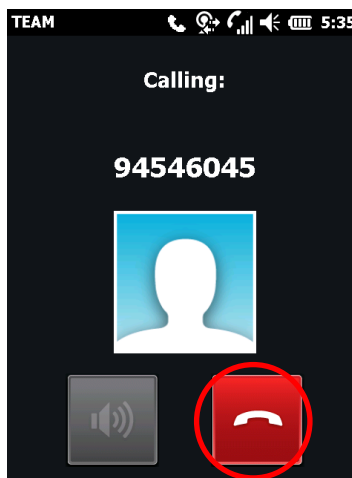


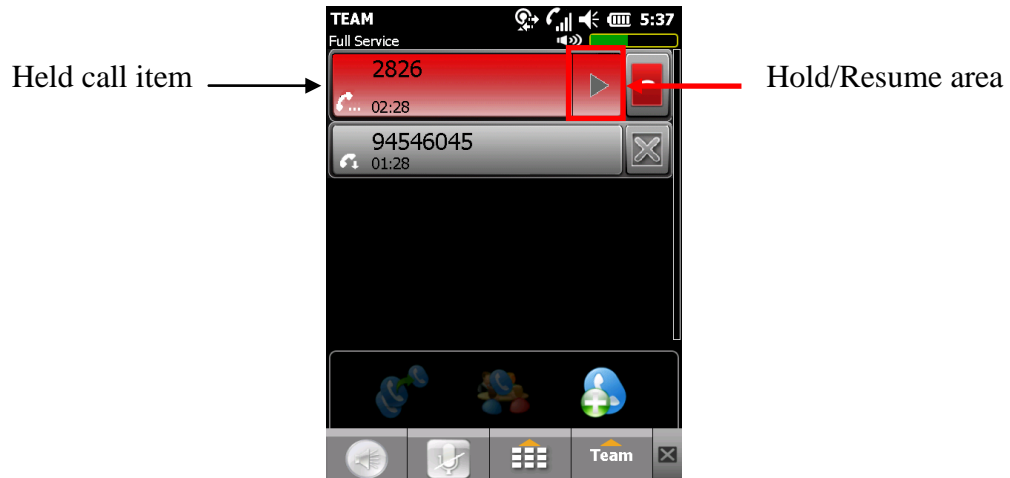
If the conference cannot be initiated, the screen in the image below displays.



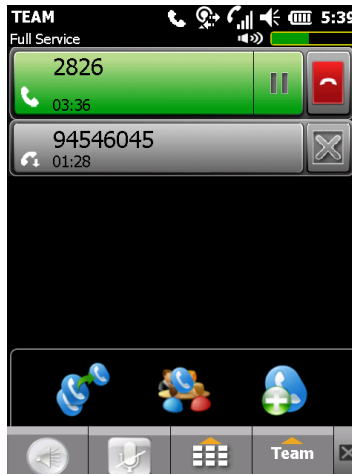
Tap the **Done** soft key or wait five seconds and the screen returns to the MXC Dialer view.

Tap the **Cancel** soft key during the conference setting up to display the in-call view with the target call finished and the previous call on hold.



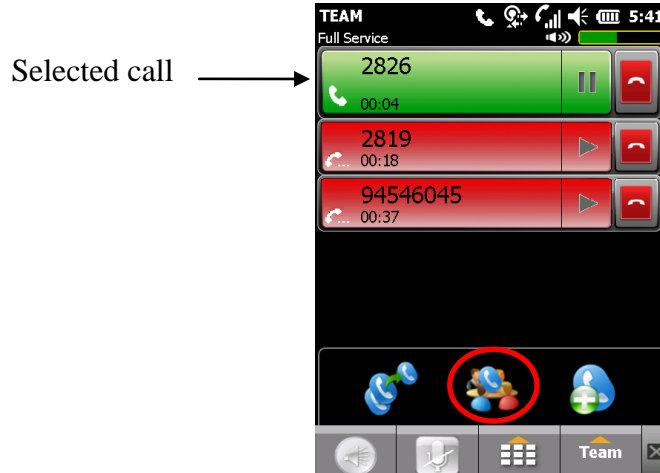


To resume the held call, tap the **Hold/Resume** area.



7.1.6 Conference call from in-call view

While in a multiple-calls scenario, tap the **Conference** icon when an active call is selected to initiate a conference call from the in-call view.

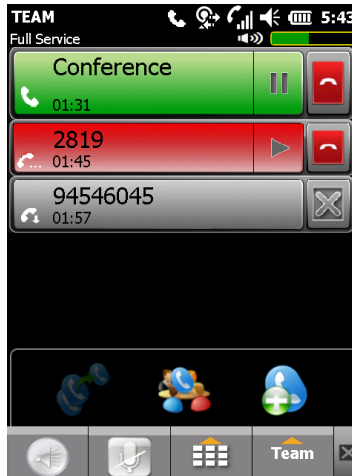


NOTE: A conference call cannot be initiated from a held call.

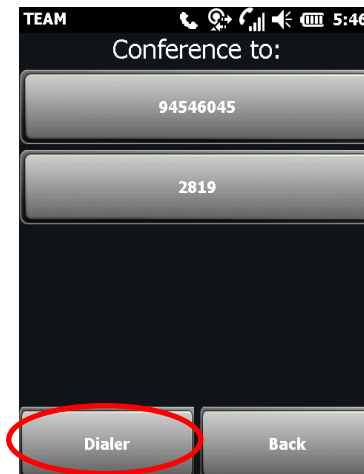
In the image below, the calls on hold are listed. Tap the target number ID/contact name to initiate a conference call.



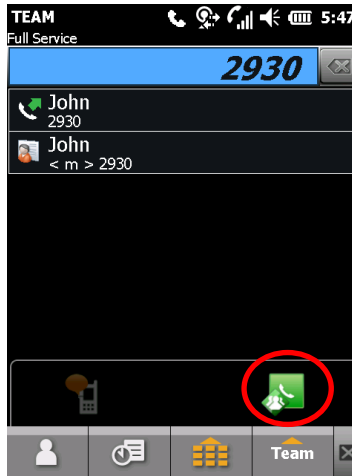
In the Call items list, the respective call item selected to initiate a conference displays as an ended call and a new active call item displays at the top of list to indicate that it is a conference call.



Tap the **Dialer** soft key to initiate a conference call to a new target number ID/contact name from the conference screen.

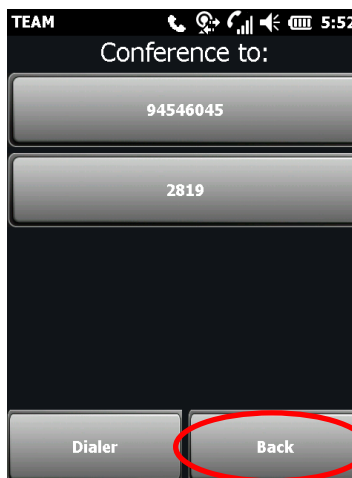


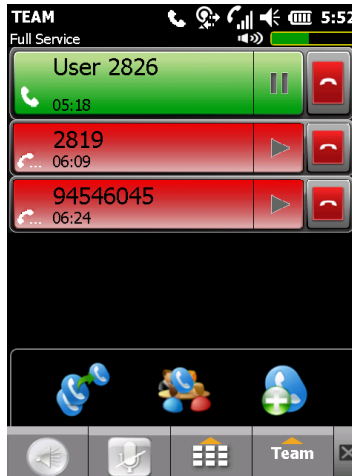
The MXC Dialer opens to display the last call number. Tap the **MXC Call** icon or press the **Send** button to initiate a conference call with the number in the call line. Or dial the subscriber number to conference with and then tap the **MXC Call** icon or press the **Send** button.



When the target answers the call, you are prompted to Join or Cancel the conference, as described in section 7.1.1.

Tap the **Back** soft key while in the **Conference** screen to close the screen and return to the in-call view.



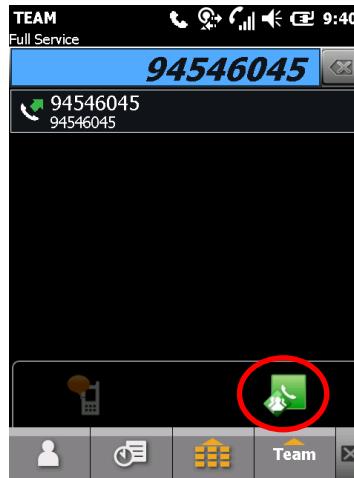


7.1.7 Call Transfer to a New Subscriber Number

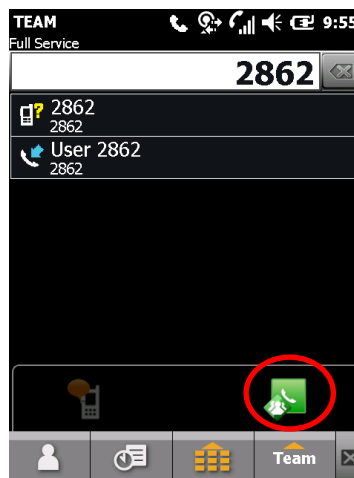
Tap the **Transfer** icon to transfer the call to a new target while the device is in a call.



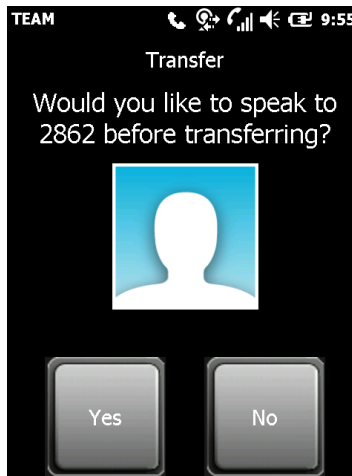
The MXC Dialer displays the last call number. Tap the **MXC Call** icon or press the **Send** button to transfer the call to the subscriber number in the call line.



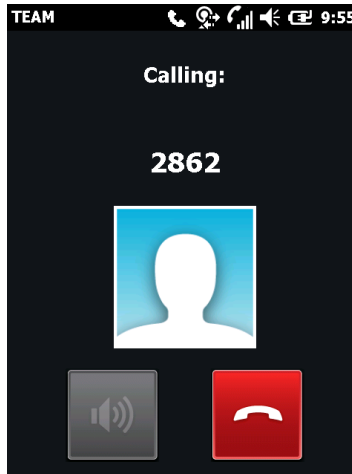
To transfer the call to another subscriber number, dial the new number and then tap the **MXC Call** icon or press the **Send** button.



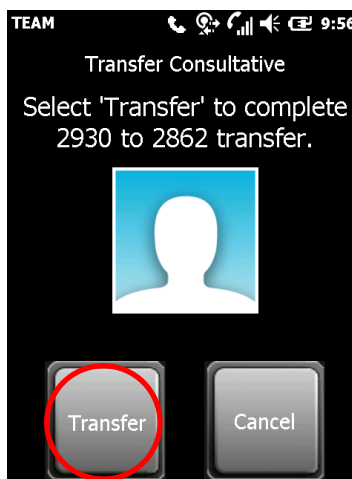
To continue with the call transfer setting up, select whether to speak before the transfer (consultative transfer) or not (blind transfer).

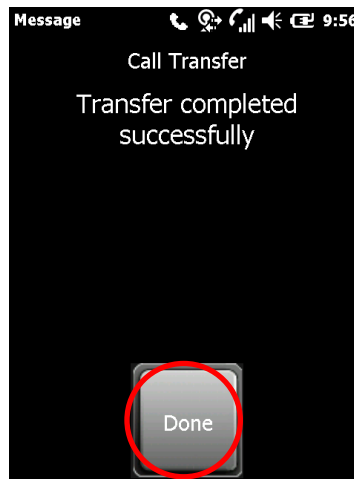


Select **Yes** to talk to the target before transferring the call.



To finish the transfer process, tap the **Transfer** soft key.

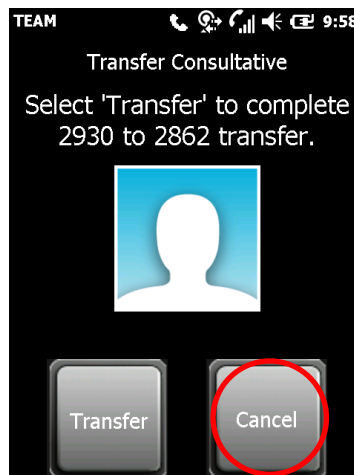




If the transfer completes successfully, tap the **Done** soft key or wait five seconds and the message and the in-call view close.

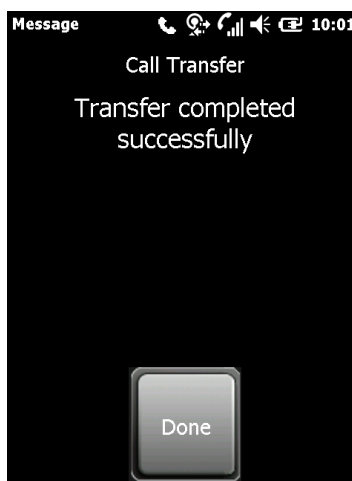
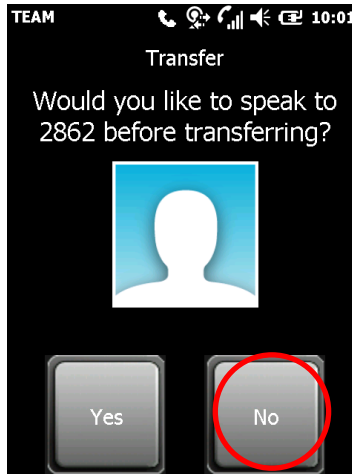
NOTE: You cannot initiate a transfer call for a call on hold.

Tap the **Cancel** soft key in the **Transfer Consultative** screen and the in-call view displays again to show the previous call on hold and the call to the target active.





Tap **No** to transfer the call without talking to the previous target (blind transfer).

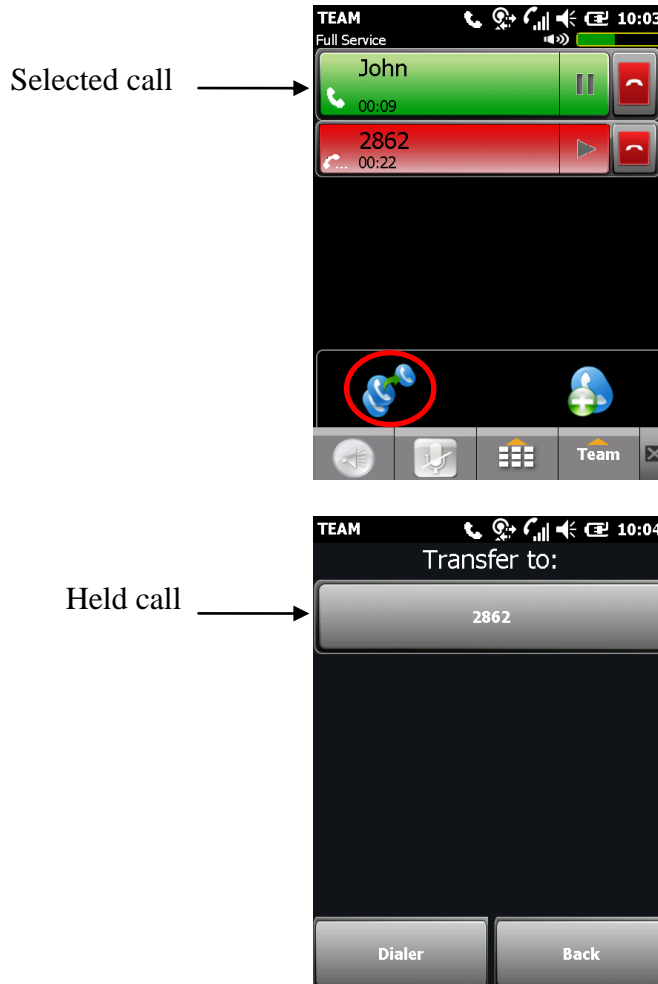


Tap the **Done** soft key or wait five seconds and the **Call Transfer** message screen and the in-call view close.

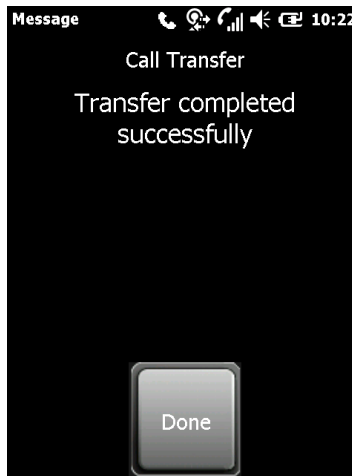
7.1.8 Call Transfer in a Multiple Calls Scenario

In a multiple-calls scenario, if the selected call in the in-call view is active, you can transfer it to a held call or to a new target.

Tap the **Transfer** icon to open the **Transfer** screen.

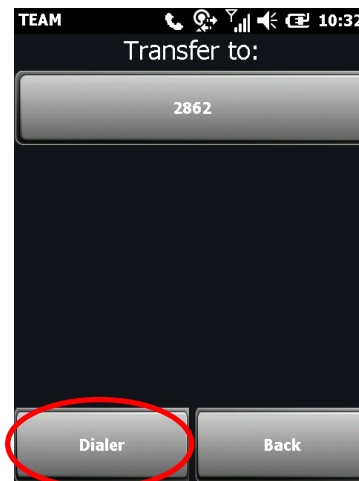


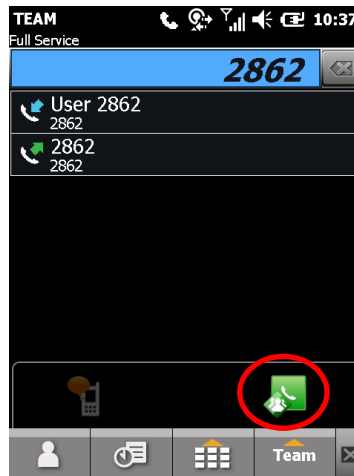
Tap the held call to initiate a blind transfer to it.



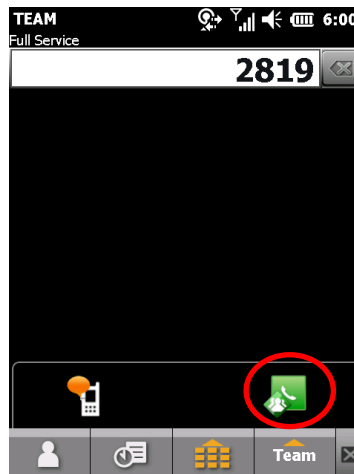
Tap the **Done** soft key or wait five seconds and the **Call Transfer** message screen and the in-call view close.

Tap the **Dialer** soft key in the **Transfer** screen to initiate a call transfer. The call transfer procedure from the Dialer is described in section 7.1.3

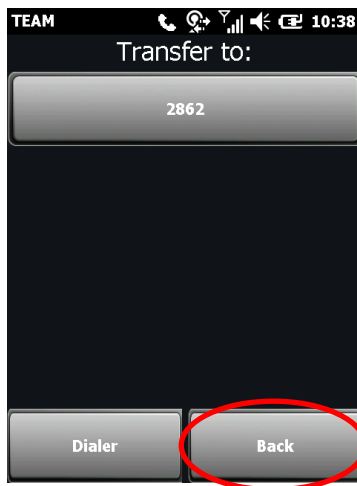




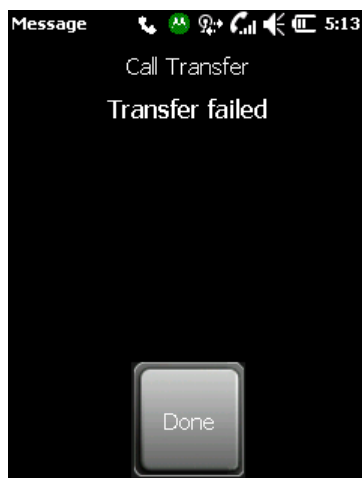
To transfer the call to another subscriber number, dial the new number using the keypad or the dial pad, then tap the **MXC Call** icon or press the **Send** button.



Tap the **Back** soft key to close the **Transfer** screen and return to the in-call view.



If a call transfer fails, the screen below displays.



Tap the **Done** soft key or wait five seconds and the **Call Transfer** screen closes and the call that supposed to be transferred ends.

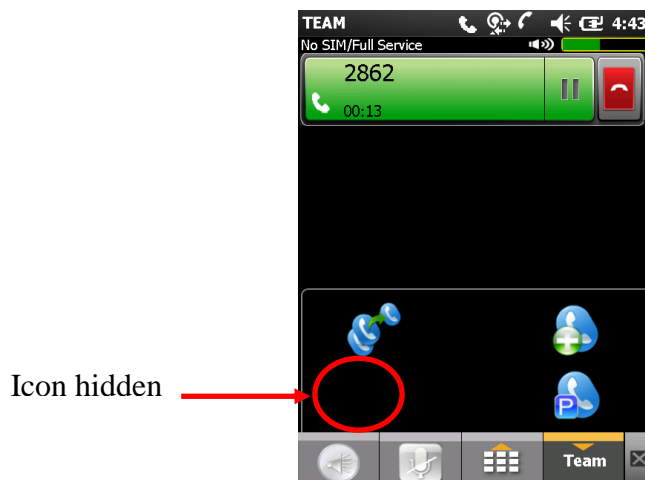
NOTE: You cannot initiate a transfer call when the call is on hold.

7.1.9 Simplified Call Transfer

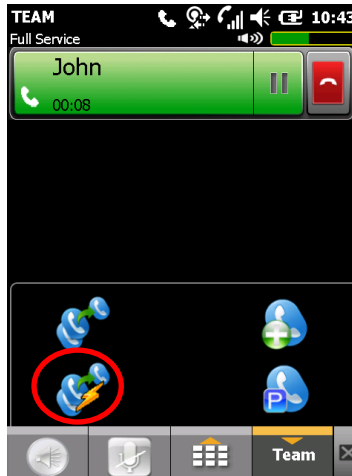
The simplified call transfer feature is configurable in the *QuickTransferEnabled* key registry in the path **HKEY_LOCAL_MACHINE\Motorola\UI**. It lets users initiate a simplified blind transfer or a simplified consultative transfer. In both transfers, when you tap the **Simplified Call Transfer** icon, no message displays asking whether you want to speak to the user before transferring the call. The key registry values are

<i>QuickTransferEnabled</i> value	<i>Transfer type</i>
0	Simplified call transfer disabled
1	Simplified blind transfer
2	Simplified consultative transfer

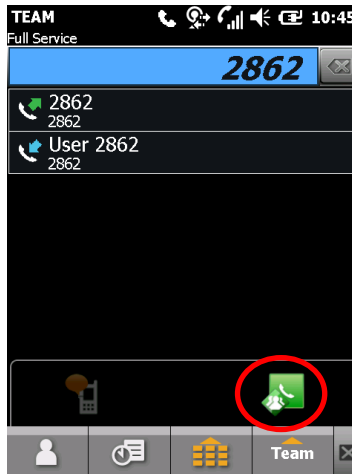
Set the *QuickTransferEnabled* key registry to 0 to disable the simplified call transfer feature and its icon is hidden in the in-call view.



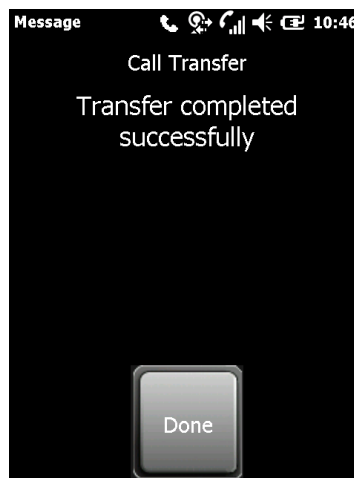
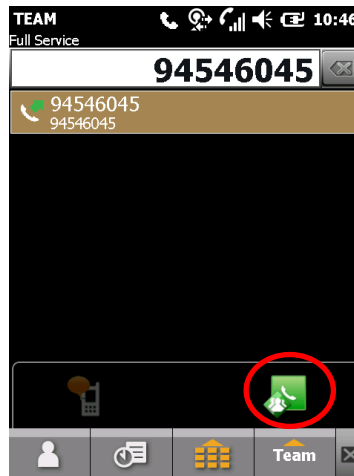
Set the *QuickTransferEnabled* key registry to 1 to enable simplified blind transfer. This feature transfers the call to another target number directly, as described in section 7.1.3. To initiate a simplified blind call transfer, tap the **Simplified Call Transfer** icon.



The MXC Dialer opens to show the last call number. Tap the **MXC Call** icon or press the **Send** button to transfer the call to the subscriber number in the call line.



To transfer the call to different subscriber number, dial the new number, then tap the **MXC Call** icon or press the **Send** button.



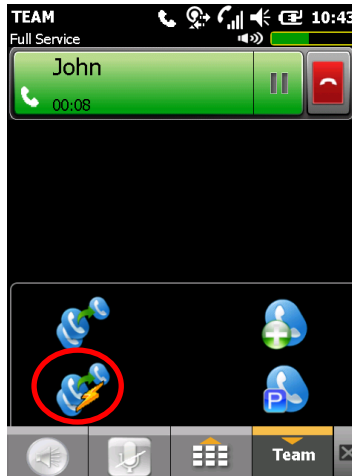
Tap the **Done** soft key or wait five seconds and the **Call Transfer** message screen and the in-call view close.

An error message displays if the call transfer fails.

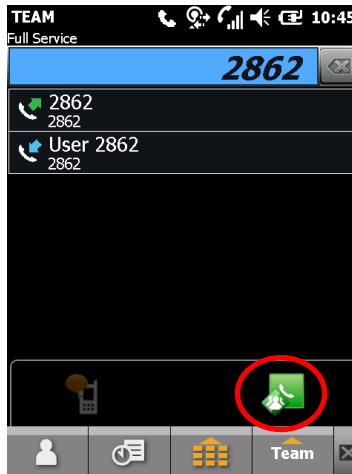
See Section 7.1.4 for details on initiating a simplified blind transfer to a call on hold.

NOTE: You cannot initiate a simplified blind call transfer when the call is on hold.

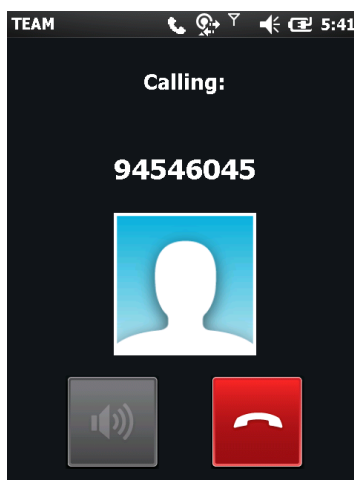
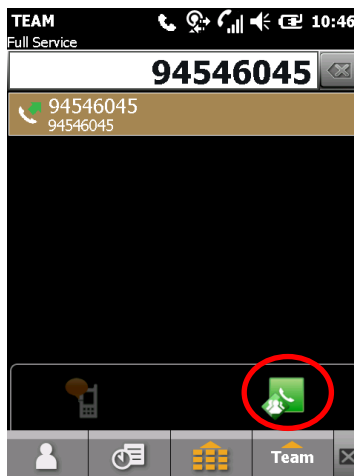
Enable a simplified consultative transfer by setting the *QuickTransferEnabled* key registry value to 2. This feature puts the current call on hold and initiates a new call to another user. After the new call is established, the user can transfer the previous call or cancel the call transferring, as described in section 7.1.3. To initiate a simplified consultative call transfer, tap the **Simplified Call Transfer** icon.



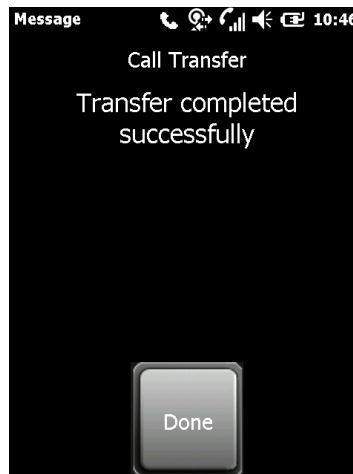
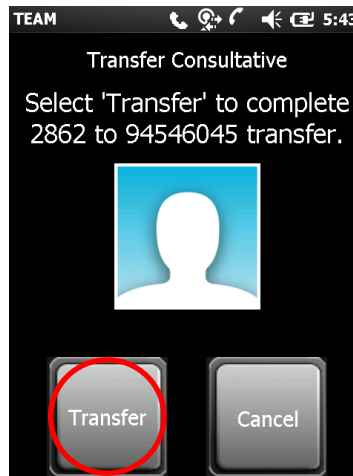
The MXC Dialer displays the last call number. Tap the **MXC Call** icon or press the **Send** button to initiate a new call to the subscriber number in the call line.



To initiate a new call to a different subscriber number, dial the new number, then tap the **MXC Call** icon or press the **Send** button.



Tap the **Transfer** soft key to finalize the call transfer procedure.



Tap the **Done** soft key or wait five seconds and the **Call Transfer** message screen and the in-call view close.

An error message indicates if the call transfer fails.

See section 7.1.4 for details on initiating a simplified consultative transfer to a call on hold.

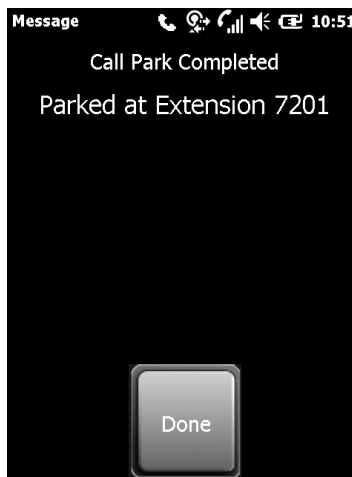
NOTE: You cannot initiate a simplified consultative call transfer when the call is on hold.

7.1.10 Call Park

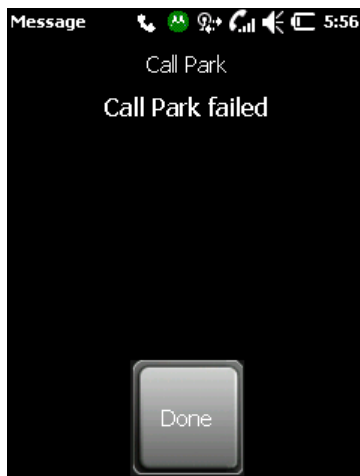
When the device is in-call, tap the **Call Park** icon to park the call.



If the call is parked successfully, the screen in the image below displays the extension number at which the call was parked. Tap the **Done** soft key or wait five seconds and the message screen and the in-call view close.



If the call park fails, the screen in the image below displays.



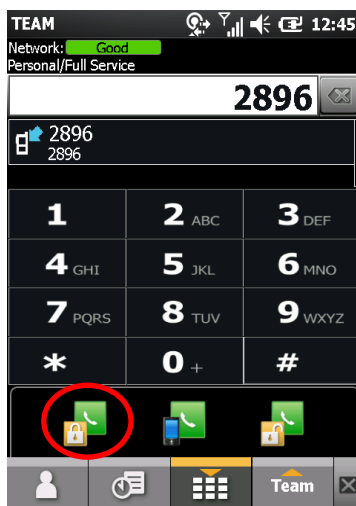
Tap the **Done** soft key or wait five seconds the message screen and the in-call view closes.

7.2 Working with Secure Calls

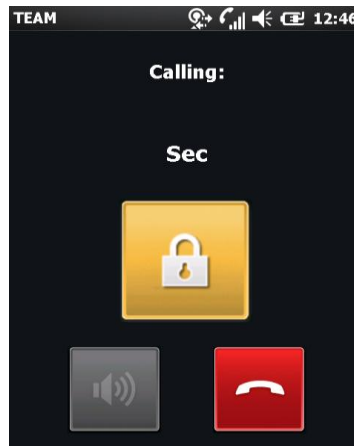
If you have been provisioned properly in the enterprise network and the device has a SIM card installed, the MXC Phone solution lets you initiate and receive encrypted (secure) calls. This feature also lets you switch any call between the **Secure** and **Clear** mode, regardless how the call was initiated.

7.2.1 Initiating Secure Calls

Open the **MXC Dialer** view and dial the destination number. See Section 6.1.1 for more details. To initiate a secure call, tap its icon.

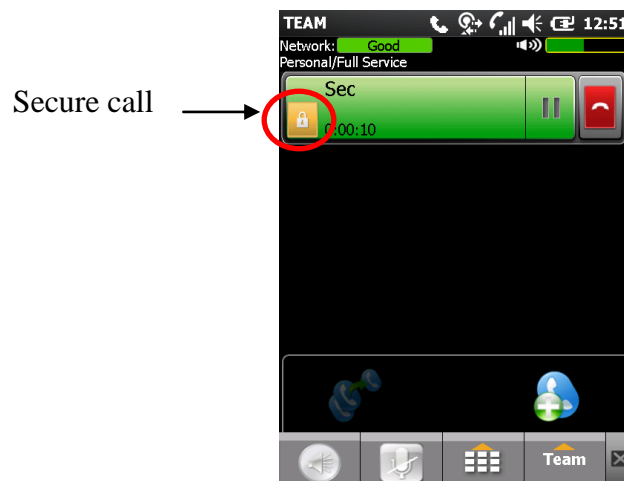


Secure Contact
(stored as Sec)



NOTE: The image above shows that the secure mode is enabled and the incoming call is encrypted.

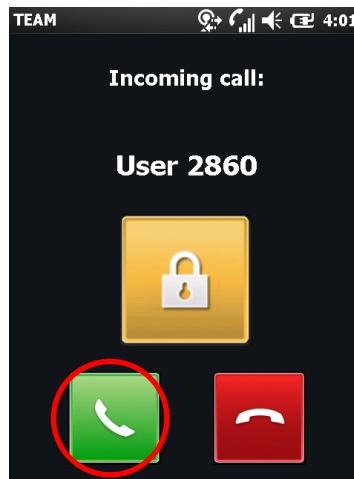
When the call is initiated, the in-call view opens, indicating that the call is encrypted in the call item.



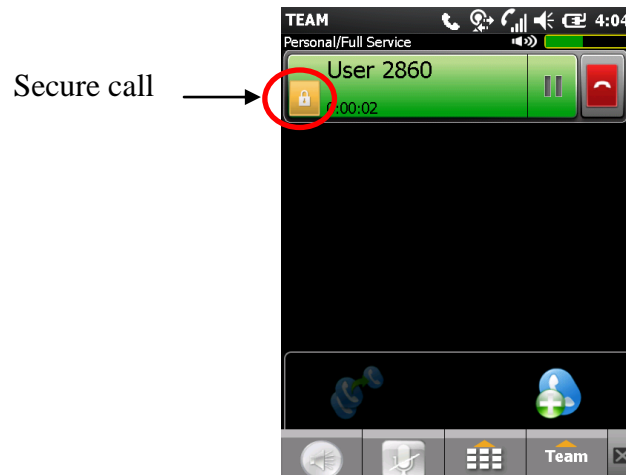
NOTE: The icons displayed and their positions in the **MXC** panel rely on the device configuration and the call scenario. See Section 3.3 for more details.

7.2.2 Receiving Secure Calls

If an encrypted call is received, the screen below displays.

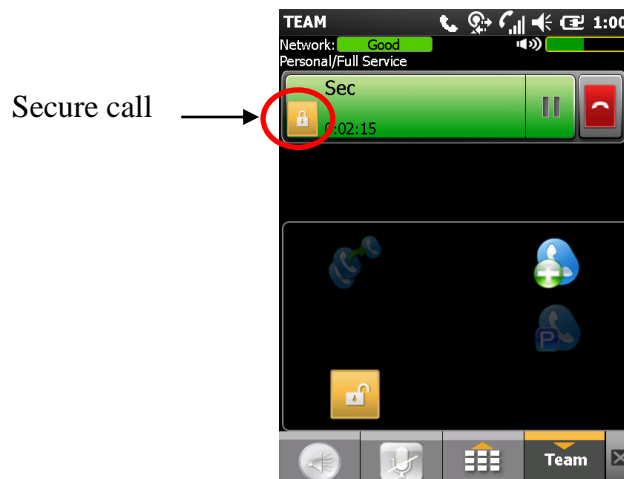
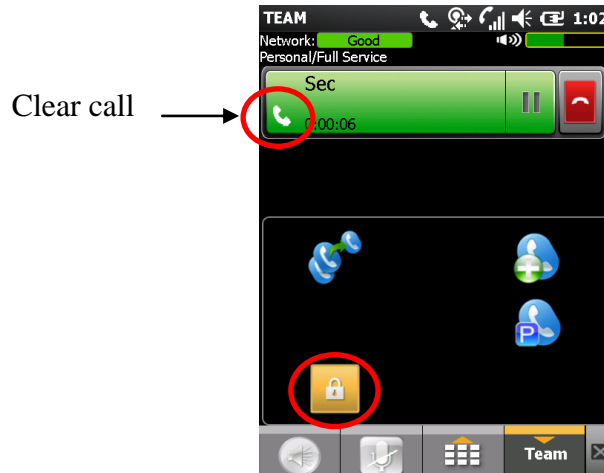


Tap the **Answer** soft key or the **Send** button to answer the call.



7.2.3 Switching the Call Mode

After a call is established, you can switch between secure and clear modes, regardless of how the call was initiated. For example, the image below shows a clear call. To switch the call to **Secure** mode, tap the **Secure/Clear** icon in the MXC panel.



Tap the **Secure/Clear** icon to switch a secure call to clear call.

7.3 Working with FMC Telephony Features

7.3.1 Configuring the FMC Client

After installing the MXC Phone client, set the key registry value `hkey_local_machine\software\motorola\waninteraction:wanmode` to 0 before logging the user.

To configure the user's Policy Profile and other configuration parameters, log into <http://10.116.71.50/WebNSM> with the user credentials.

7.3.2 Policy Profiles Description

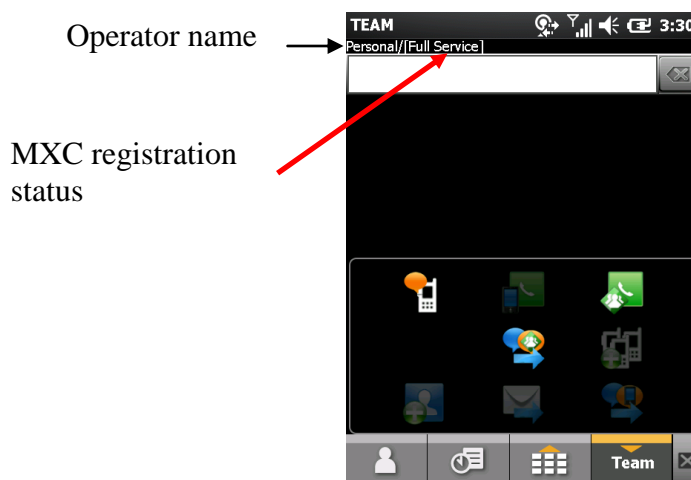
Policy profiles available in the system are *Work*, *Personal*, *Do not disturb* and *None*. This table explains WAN support and MXC registration status.

Work

MXC	WAN Support	WAN Enabled	Dispatch Enabled	Voice Enabled	Data only
1	1	0	1	1	1
0	1	0	1 (UM)	1 (UM)	1

Set this profile to **Active** to enable MXC telephony features regardless of MXC registration status. WAN telephony features are disabled although WAN features are supported by the system configuration.

For example, if the Dialer is opened when the policy profile is set to **Work**, WAN is enabled and MXC registration status is *Full Service*, although only MXC features are enabled.



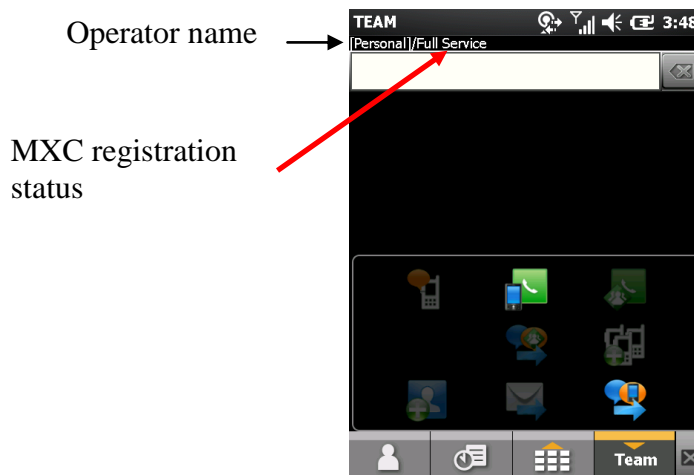
If MXC registration status is *No Service*, open the Dialer to display MXC features enabled because of the User Mobility feature.

Personal

MXC	WAN Sup	WAN En	Dispatch En	Voice En	Data only
1	1	1	0	0	1
0	1	1	0	0	1

When this profile is set to **Active**, MXC telephony features are disabled regardless of MXC registration status. WAN telephony features are enabled if they are supported by the system configuration.

For example, if the Dialer is open when policy profile is set to **Personal** and WAN features are enabled, WAN telephony features are enabled while MXC features are disabled, regardless of MXC registration status.



Do not disturb

MXC	WAN Support	WAN Enabled	Dispatch Enabled	Voice Enabled	Data only
1	1	0	1	1	1
0	1	0	1 (UM)	1 (UM)	1

This profile is similar to the Work policy profile except that incoming calls from cellular network do not arrive because the WSM server filters them.